## COORDINATED PUBLIC TRANSIT HUMAN SERVICES PLAN



MONTACHUSETT REGION MPO ENDORSED June 10, 2008

Prepared by Montachusett Regional Planning Commission

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## A. Introduction

With the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) in to law in 2005, several new and revised programs were identified to fund transportation services. SAFETEA-LU requires that for those areas that wish to access these funds that the Metropolitan Planning Organizations (MPO) develop a Coordinated Public Transit - Human Services Transportation Plan (Coordinated Plan). The Coordinated Plan focuses on three target populations within the Montachusett region, individuals with disabilities, low-income individuals (or persons below the poverty level) and the elderly, and seeks to identify gaps in existing transportation services and needs to meet those gaps.

The Federal Transit Administration (FTA) funding programs addressed by the Coordinated Plan include Section 5310 Elderly Individuals and Individuals with Disabilities Mobility Assistance Program (MAP), Section 5316 Job Access Reverse Commute Program (JARC) and Section 5317 New Freedoms Program.

Section 5310 MAP is a competitive grant program to provide private non-profit and certain public agencies with capital equipment necessary for the specialized transportation of the elderly and individuals with disabilities.

The JARC program was instituted as part of the "Welfare to Work" initiative. Job Access grants are intended to provide new transit service to assist welfare recipients and other lowincome individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites.

New Freedoms is a new program to fund innovative measures to serve people with disabilities seeking reliable and safe transportation beyond the scope of that currently offered in compliance with the Americans with Disabilities Act.

On March 8, 2007, Governor Deval Patrick announced that the Executive Office of Transportation (EOT) would be the designated recipient of the Section 5310 MAP funds for the Commonwealth. In addition, EOT will also act as the designated recipient of Section 5316 JARC and Section 5317 New Freedoms funds for the Montachusett Region.

The Montachusett Region Coordinated Transportation Plan has been developed as a tool to help local transportation providers and communities improve transportation services, increase efficiency of service delivery, and expand outreach to meet growing needs. It provides a framework to guide the investment of existing transportation resources and the acquisition of future funds.

As such a resource, this plan:

- Evaluates community demographics related to the target populations
- Assesses the transportation gaps and needs of the target populations
- Identifies strategies to address the gaps in transportation services
- Establishes relative priorities of the strategies


## B. Demographics of Region

## 1. Montachusett Regional Planning Commission

The Montachusett region is located in north central Massachusetts and is comprised of 22 communities covering approximately 685 total square miles. The cities of Fitchburg, Gardner and Leominster comprise the major urban areas of the region. The remaining communities, with the exception of a few small urban type areas, are rural in nature. Total population according to the 2000 U.S. Census for the Montachusett region is 228,005.

The region is located in Middlesex and Worcester counties and is bordered by New Hampshire to the north. Located north of the city of Worcester and west of Boston, the region is served by Route 2 and I-190. Of greatest importance to the area is Route 2, running eastwest throughout the entire region. This limited access roadway provides the area with a direct link to Boston in the east and to the western half of the state. Consequently, this highway is a major thoroughfare for the state as well as for the region. The region's major urban communities, Fitchburg, Leominster and Gardner, all border Route 2.

In the early 1980's, the completion of I-190 added a second major limited access highway to the region. This roadway provides direct access to Worcester, I-290 and the Massachusetts Turnpike.

## 2. Montachusett Regional Transit Authority

The communities served by MART have grown steadily over the years. Initially comprised of Fitchburg, Gardner, Leominster and their immediate neighbors, MART now serves 21 communities in and out of the MRPC region. Communities outside of the MRPC region include Bolton, Boxborough, Hardwick, Littleton and Stow. Total population of the MART region is 207,449 according to the 2000 U.S. Census.

## 3. Target Populations

According to federal guidance related to the development of a Coordinated Public Transit Human Services Plan, the target populations for consideration are individuals with disabilities, low-income persons and the elderly. For the purposes of this plan, Census 2000 data was reviewed and analyzed for the target populations and area communities. Definitions related to the identification of the populations discussed are derived from those utilized by the U.S. Census Bureau.

## Target Population - Individuals with Disabilities

Census 2000 collected data on disability through two sets of questions regarding long-lasting conditions in individuals 5 years of age and older. These questions asked about sensory disabilities (involving vision or hearing), physical disabilities (difficulty with stairs and walking) and the ability to perform certain activities (due to physical, mental or emotional issues).
According to the Census 2000 Brief "Disability Status: 2000", "People were defined as having a disability if one or more of the following conditions were true:

- They were aged 5 or older and responded "yes" to a sensory, physical, mental, or self-care disability.
- They were aged 16 years or older and responded "yes" to a disability affecting going outside the home.
- They were between the ages of 16 and 64 and responded "yes" to an employment disability.

The following table identifies population statistics for persons with disabilities for MRPC and MART communities.

| MRPC/MART Communities | $\begin{gathered} 2000 \\ \text { Population } \\ \hline \end{gathered}$ | Population 5 and Under | $\begin{gathered} \text { Disability } \\ \text { Age } 5 \text { to } \\ 20 \end{gathered}$ | Disability Age 21 to 64 | Disability <br> Age > 65 | Total w/Disability Age 5 and Over | \% of Total <br> Population w/Disability 5 yrs and Over |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ashburnham | 5,546 | 332 | 90 | 459 | 200 | 749 | 14.37\% |
| Ashby | 2,845 | 166 | 40 | 176 | 119 | 335 | 12.50\% |
| Ayer | 7,287 | 513 | 175 | 878 | 293 | 1,346 | 19.87\% |
| Fitchburg | 39,102 | 2,637 | 1,036 | 5,098 | 2,386 | 8,520 | 23.36\% |
| Gardner | 20,770 | 1,244 | 454 | 2,507 | 1,295 | 4,256 | 21.80\% |
| Harvard | 5,981 | 342 | 91 | 265 | 106 | 462 | 8.19\% |
| Hubbardston | 3,909 | 293 | 77 | 306 | 81 | 464 | 12.83\% |
| Lancaster | 7,380 | 367 | 78 | 646 | 225 | 949 | 13.53\% |
| Leominster | 41,303 | 2,929 | 777 | 4,531 | 1,878 | 7,186 | 18.73\% |
| Lunenburg | 9,401 | 554 | 215 | 701 | 418 | 1,334 | 15.08\% |
| Royalston | 1,254 | 71 | 41 | 107 | 53 | 201 | 16.99\% |
| Shirley | 6,373 | 379 | 85 | 597 | 187 | 869 | 14.50\% |
| Sterling | 7,257 | 483 | 64 | 435 | 332 | 831 | 12.27\% |
| Templeton | 6,799 | 457 | 131 | 699 | 356 | 1,186 | 18.70\% |
| Westminster | 6,907 | 415 | 71 | 449 | 234 | 754 | 11.61\% |
| Winchendon | 9,611 | 690 | 274 | 1,048 | 348 | 1,670 | 18.72\% |
| Subtotal | 181,725 | 11,872 | 3,699 | 18,902 | 8,511 | 31,112 | 18.32\% |


| MRPC <br> Communities Only | $2000$ <br> Population | Population 5 and Under | Disability <br> Age 5 to $20$ | $\begin{gathered} \text { Disability } \\ \text { Age } 21 \text { to } \\ 64 \\ \hline \end{gathered}$ | Disability <br> Age > 65 | Total w/Disability Age 5 and Over | \% of Total <br> Population w/Disability 5 yrs and Over |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Athol | 11,299 | 648 | 260 | 1,238 | 727 | 2,225 | 20.89\% |
| Clinton | 13,435 | 803 | 287 | 1,883 | 802 | 2,972 | 23.53\% |
| Groton | 9,547 | 837 | 139 | 730 | 249 | 1,118 | 12.84\% |
| Townsend | 9,198 | 647 | 189 | 385 | 235 | 809 | 9.46\% |
| Petersham | 1,180 | 60 | 25 | 70 | 82 | 177 | 15.80\% |
| Phillipston | 1,621 | 96 | 18 | 169 | 50 | 237 | 15.54\% |
| Subtotal | 46,280 | 3,091 | 918 | 4,475 | 2,145 | 7,538 | 17.45\% |


| MART <br> Communities Only | $2000$ <br> Population | Population 5 and Under | Disability <br> Age 5 to $20$ | Disability Age 21 to 64 | Disability <br> Age > 65 | Total w/Disability Age 5 and Over | \% of Total <br> Population <br> w/Disability 5 yrs and Over |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Bolton | 4,148 | 331 | 44 | 282 | 116 | 442 | 11.58\% |
| Boxborough | 4,868 | 358 | 32 | 275 | 53 | 360 | 7.98\% |
| Hardwick | 2,622 | 139 | 89 | 219 | 120 | 428 | 17.24\% |
| Littleton | 8,184 | 671 | 79 | 429 | 281 | 789 | 10.50\% |
| Stow | 5,902 | 510 | 50 | 252 | 120 | 422 | 7.83\% |
| Subtotal | 25,724 | 2,009 | 294 | 1,457 | 690 | 2,441 | 10.29\% |


| TOTAL ALL <br> MRPC <br> Communities | 228,005 | 14,963 | 4,617 | 23,377 | 10,656 | 38,650 | $18.14 \%$ |
| :---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |


| TOTAL ALL <br> MART <br> Communities | 207,449 | 13,881 | 3,993 | 20,359 | 9,201 | 33,553 |
| :---: | ---: | ---: | ---: | ---: | ---: | ---: |

Within the MRPC region, $18.14 \%$ of the population over the age of 5 years is categorized as disabled. Four communities, Fitchburg, Gardner, Athol and Clinton, had had population percentages over 20\%. Not surprisingly, these are four of the five most populated
communities in the MRPC region. Of the five rural communities with total populations less than 5,000 (Hubbardston, Ashby, Phillipston, Royalston and Petersham), the percent of those classified as disabled range from $12.5 \%$ (Ashby) to $16.99 \%$ (Royalston). Statewide, the Commonwealth of Massachusetts has an average of $18.5 \%$ of the population aged 5 and over identified as disabled. The MRPC region would appear to be comparable although there are areas that show a significantly higher percentage.

For the MART region, $17.33 \%$ of the population is disabled which is slightly below the statewide average of $18.5 \%$. Only two MART communities have a disabled population over $20 \%$; Fitchburg (23.36\%) and Gardner (21.80\%). The second smallest community in the MART region, Hardwick, has a disabled population of 428 individuals or $17.24 \%$ of its population 5 and older.

## Target Population - Low-Income Individuals

The definition of "low-income" can vary depending on the agency or program in question as well as by other factors, i.e. region or state. For the purposes of this plan, "low-income" or "poverty" as defined by the 2000 Census was utilized since the census data is the basis for analysis. From the Census 2000 Brief "Poverty: 1999", different poverty level thresholds are established based upon the size of the family unit. The following table provides these thresholds.

| Size of Family Unit |  |
| :--- | ---: |
| One person | $\$ 8,501$ |
| Two people | $\$ 10,869$ |
| Three people | $\$ 13,290$ |
| Four people | $\$ 17,029$ |
| Five people | $\$ 20,127$ |
| Six people | $\$ 22,727$ |
| Seven people | $\$ 25,912$ |
| Eight people | $\$ 28,967$ |
| Nine or more people | $\$ 34,417$ |

Source: Poverty: 1999, Census 2000 Brief, May 2003, U.S. Census Bureau

The following table identifies population statistics for low-income or poverty level individuals for MRPC and MART communities.

| MRPC/MART <br> Communities | 2000 <br> Population | Individuals <br> Below <br> Poverty Level | \% of Total <br> Population Below <br> Poverty Level |
| :--- | ---: | ---: | ---: |
| Ashburnham | 5,546 | 350 | $6.31 \%$ |
| Ashby | 2,845 | 143 | $5.03 \%$ |
| Ayer | 7,287 | 765 | $10.50 \%$ |
| Fitchburg | 39,102 | 5,627 | $14.39 \%$ |
| Gardner | 20,770 | 1,863 | $8.97 \%$ |
| Harvard | 5,981 | 106 | $1.77 \%$ |
| Hubbardston | 3,909 | 143 | $3.66 \%$ |
| Lancaster | 7,380 | 237 | $3.21 \%$ |
| Leominster | 41,303 | 3,889 | $9.42 \%$ |
| Lunenburg | 9,401 | 382 | $4.06 \%$ |
| Royalston | 1,254 | 109 | $8.69 \%$ |
| Shirley | 6,373 | 172 | $2.70 \%$ |
| Sterling | 7,257 | 213 | $2.94 \%$ |
| Templeton | 6,799 | 588 | $8.65 \%$ |
| Westminster | 6,907 | 212 | $3.07 \%$ |
| Winchendon | 9,611 | 953 | $9.92 \%$ |
| Subtotal | 181,725 | 15,752 | $8.67 \%$ |


| MRPC <br> Communities <br> Only | 2000 <br> Population | Individuals <br> Below <br> Poverty Level | \% of Total <br> Population Below <br> Poverty Level |
| :--- | ---: | ---: | ---: |
| Athol | 11,299 | 1,038 | $9.19 \%$ |
| Clinton | 13,435 | 949 | $7.06 \%$ |
| Groton | 9,547 | 376 | $3.94 \%$ |
| Townsend | 9,198 | 464 | $5.04 \%$ |
| Petersham | 1,180 | 66 | $5.59 \%$ |
| Phillipston | 1,621 | 93 | $5.74 \%$ |
| Subtotal | 46,280 | 2,986 | $6.45 \%$ |


| MART <br> Communities <br> Only | 2000 <br> Population | Individuals <br> Below <br> Poverty Level | \% of Total <br> Population Below <br> Poverty Level |
| :--- | ---: | ---: | ---: |
| Bolton | 4,148 | 75 | $1.81 \%$ |
| Boxborough | 4,868 | 137 | $2.81 \%$ |
| Hardwick | 2,622 | 195 | $7.44 \%$ |
| Littleton | 8,184 | 290 | $3.54 \%$ |
| Stow | 5,902 | 157 | $2.66 \%$ |
| Subtotal | 25,724 | 854 | $3.32 \%$ |


| TOTAL ALL <br> MRPC <br> Communities | 228,005 | 18,738 | $8.22 \%$ |
| :---: | :---: | :---: | :---: |


| TOTAL ALL <br> MART <br> Communities | 207,449 | 16,606 | $8.00 \%$ |
| :---: | ---: | ---: | ---: |

Statewide the average percent of the population below the poverty level is $9.30 \%$ (source: Census 2000). Within the MRPC and MART regions, the average falls just below the statewide average, $8.22 \%$ and $8.00 \%$, respectively. In both regions, only four communities exceed the statewide average, Fitchburg, Ayer, Leominster and Winchendon.

Within the MRPC region, 14 of the 22 communities (or $63.6 \%$ ) have a population percentage below the poverty level that is below the region's average of $8.22 \%$. Not surprisingly, the more urban and densely populated communities have a higher percentage of individuals below the poverty level.

For those communities in the MART region, 14 of the 21 (66.7\%) have a population percentage that is less then the region's average of $8.00 \%$ individuals below the poverty level. As with the MRPC region, the urban, densely populated municipalities have the higher population percentages.

## Target Population - Elderly

Elderly individuals are identified as those persons aged 65 or older. Statewide, the Commonwealth of Massachusetts has, according to the 2000 Census, $13.5 \%$ of the population classified as elderly. For the MRPC and MART regions, the percent of elderly individuals is slightly lower than the state average, $12.49 \%$ and $12.15 \%$, respectively.

The following table identifies elderly population statistics for MRPC and MART communities.

| MRPC/MART <br> Communities | 2000 <br> Population | Population <br> 5 and <br> Under | Population <br> between 5 <br> and 64 | Male <br> Population <br> over 65 | Female <br> Population <br> over 65 | Total <br> Population <br> over 65 | \% of Total <br> Population <br> over 65 |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| Ashburnham | 5,546 | 332 | 4,722 | 221 | 271 | 492 | $8.87 \%$ |
| Ashby | 2,845 | 166 | 2,408 | 111 | 160 | 271 | $9.53 \%$ |
| Ayer | 7,287 | 513 | 5,898 | 319 | 557 | 876 | $12.02 \%$ |
| Fitchburg | 39,102 | 2,637 | 30,752 | 2,174 | 3,539 | 5,713 | $14.61 \%$ |
| Gardner | 20,770 | 1,244 | 16,185 | 1,348 | 1,993 | 3,341 | $16.09 \%$ |
| Harvard | 5,981 | 342 | 5,182 | 225 | 232 | 457 | $7.64 \%$ |
| Hubbardston | 3,909 | 293 | 3,345 | 124 | 147 | 271 | $6.93 \%$ |
| Lancaster | 7,380 | 367 | 6,280 | 288 | 445 | 733 | $9.93 \%$ |
| Leominster | 41,303 | 2,929 | 32,741 | 2,209 | 3,424 | 5,633 | $13.64 \%$ |
| Lunenburg | 9,401 | 554 | 7,718 | 498 | 631 | 1,129 | $12.01 \%$ |
| Royalston | 1,254 | 71 | 1,060 | 56 | 67 | 123 | $9.81 \%$ |
| Shirley | 6,373 | 379 | 5,408 | 252 | 334 | 586 | $9.20 \%$ |
| Sterling | 7,257 | 483 | 6,119 | 315 | 340 | 655 | $9.03 \%$ |
| Templeton | 6,799 | 457 | 5,467 | 363 | 512 | 875 | $12.87 \%$ |
| Westminster | 6,907 | 415 | 5,739 | 330 | 423 | 753 | $10.90 \%$ |
| Winchendon | 9,611 | 690 | 7,914 | 411 | 596 | 1,007 | $10.48 \%$ |
| Subtotal | 181,725 | 11,872 | 146,938 | 9,244 | 13,671 | 22,915 | $12.61 \%$ |


| MRPC <br> Communities <br> Only | 2000 <br> Population | Population <br> 5 and <br> Under | Population <br> between 5 <br> and 64 | Male <br> Population <br> over 65 | Female <br> Population <br> over 65 | Total <br> Population <br> over 65 | \% of Total <br> Population <br> over 65 |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| Athol | 11,299 | 648 | 8,711 | 747 | 1,193 | 1,940 | $17.17 \%$ |
| Clinton | 13,435 | 803 | 10,620 | 744 | 1,268 | 2,012 | $14.98 \%$ |
| Groton | 9,547 | 837 | 8,042 | 295 | 373 | 668 | $7.00 \%$ |
| Townsend | 9,198 | 647 | 7,929 | 241 | 381 | 622 | $6.76 \%$ |
| Petersham | 1,180 | 60 | 913 | 82 | 125 | 207 | $17.54 \%$ |
| Phillipston | 1,621 | 96 | 1,403 | 61 | 61 | 122 | $7.53 \%$ |
| Subtotal | 46,280 | 3,091 | 37,618 | 2,170 | 3,401 | 5,571 | $12.04 \%$ |


| MART <br> Communities <br> Only | 2000 <br> Population | Population <br> 5 and <br> Under | Population <br> between 5 <br> and 64 | Male <br> Population <br> over 65 | Female <br> Population <br> over 65 | Total <br> Population <br> over 65 | \% of Total <br> Population <br> over 65 |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| Bolton | 4,148 | 331 | 3,559 | 118 | 140 | 258 | $6.22 \%$ |
| Boxborough | 4,868 | 358 | 4,280 | 113 | 117 | 230 | $4.72 \%$ |
| Hardwick | 2,622 | 139 | 2,124 | 146 | 213 | 359 | $13.69 \%$ |
| Littleton | 8,184 | 671 | 6,548 | 396 | 569 | 965 | $11.79 \%$ |
| Stow | 5,902 | 510 | 4,907 | 212 | 273 | 485 | $8.22 \%$ |
| Subtotal | 25,724 | 2,009 | 21,418 | 985 | 1,312 | 2,297 | $8.93 \%$ |


| TOTAL ALL <br> MRPC <br> Communities | 228,005 | 14,963 | 184,556 | 11,414 | 17,072 | 28,486 |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- | $112.49 \%$


| TOTAL ALL <br> MART <br> Communities | 207,449 | 13,881 | 168,356 | 10,229 | 14,983 | 25,212 | $12.15 \%$ |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

Within the MRPC region, six communities have a higher percentage of elderly population than the state average. With the exception of the town of Petersham, which has the highest percentage of elderly in the MRPC region, $17.54 \%$, the larger, more urban municipalities of Athol, Gardner, Clinton, Fitchburg and Leominster have the greatest percentage of elderly individuals.

For the MART region, only four communities exceed the state average of 13.50\%. Three of the municipalities, Gardner, Fitchburg and Leominster, are the largest communities in the MART region, however, the third highest percentage of elderly exists in the community with the second smallest population. Hardwick has a total population of only 2,622 individuals but $13.69 \%$ are identified as elderly, aged 65 or older.

## 4. Facilities

The goal of any transit service is to provide service to any number of attractions or destinations that will serve the target audience. For the target populations of the Coordinated Plan, several types of facilities were identified as potential attractions. These facilities were collected through various sources by the MRPC and are categorized by their function and location.

## Senior Facilities

Facilities categorized as Senior and Elderly are assumed to serve the elderly population. They include assisted living centers, elderly housing complexes and centers, and nursing and rest homes. See appendix for a detailed list of facilities.

For the MRPC, the following table summarizes the identified senior facilities.

| Community | Type of Facility | Number <br> of <br> Facilities | Is Facility Within 0.25 miles of Transit Service? | Is Facility Within 0.5 miles of Transit Service? |
| :---: | :---: | :---: | :---: | :---: |
| Ashburnham | Elderly Housing | 1 | N | N |
|  | Rest Home | 1 | N | N |
| Athol | Elderly Housing | 4 | Y (2) | Y (2) |
|  | Nursing Home | 1 | N | N |
|  | Rest Home | 1 | Y | Y |
| Ayer | Assisted Living Facility | 1 | Y | Y |
|  | Elderly Housing | 1 | Y | Y |
|  | Nursing Home | 1 | N | N |
| Clinton | Assisted Living Facility | 1 | N | N |
|  | Elderly Housing | 4 | N | N |
| Fitchburg | Elderly Housing | 13 | Y (12) | Y (13) |
|  | Nursing Home | 3 | $Y(2)$ | Y (3) |
|  | Rest Home | 3 | Y (3) | Y (3) |
| Gardner | Elderly Housing | 6 | Y (6) | Y (6) |
|  | Nursing Home | 3 | Y (2) | Y (3) |
|  | Rest Home | 1 | N | N |
| Groton | Assisted Living Facility | 1 | N | N |
|  | Elderly Housing | 3 | N | N |
|  | Nursing Home | 1 | N | N |
| Harvard | Elderly Housing | 1 | N | N |
| Lancaster | Assisted Living Facility | 1 | N | N |
|  | Elderly Housing | 2 | N | N |
|  | Nursing Home | 1 | N | N |
| Leominster | Assisted Living Facility | 3 | $Y$ (3) | $Y$ (3) |
|  | Elderly Housing | 7 | Y (6) | Y (7) |
|  | Nursing Home | 2 | $Y$ (2) | $Y$ (2) |
|  | Rest Home | 2 | Y (2) | $Y$ (2) |
| Lunenburg | Elderly Housing | 1 | N | Y |
| Shirley | Elderly Housing | 1 | N | Y |
| Sterling | Elderly Housing | 1 | N | N |
|  | Nursing Home | 1 | N | N |
| Templeton | Assisted Living Facility | 1 | N | Y |
|  | Elderly Housing | 3 | Y (1) | Y (3) |
|  | Nursing Home | 1 | N | N |
| Townsend | Elderly Housing | 1 | N | N |
| Westminster | Elderly Housing | 1 | N | Y |
| Winchendon | Assisted Living Facility | 1 | $\begin{gathered} \mathrm{N} \\ \mathrm{~V}(0) \end{gathered}$ | $\begin{gathered} \mathrm{Y} \\ \mathrm{~V}(2) \end{gathered}$ |
|  | Elderly Housing | 3 | Y (2) | $Y(3)$ |
| MRPC Region Totals | Assisted Living Facility | 9 | 4 | 6 |
|  | Elderly Housing | 53 | 30 | 38 |
|  | Nursing Home | 14 | 6 | 8 |
|  | Rest Home | 8 | 6 | 6 |
|  | Total | 84 | 46 | 58 |

Of the 84 elderly facilities identified in the MRPC region, 46 or over half (55\%) are located within 0.25 miles of an existing transit service, i.e. a fixed route, or commuter rail line. It is assumed users of existing transit services regardless of age or target group within a quarter mile of service have adequate access to the system. If this access assumption is expanded an additional quarter mile, then an additional 12 elder facilities, or $69 \%$ of all identified facilities, are within 0.5 miles of existing transit service in the MRPC region.

## Medical Facilities

Medical facilities are important destinations for all members of the population, but to those who depend upon transit services there accessibility in extremely important. Facilities within
this category include hospitals, medical offices, community health centers, clinics, and medical centers. See appendix for a detailed list of facilities.

The following table summaries the medical facilities within the MRPC region. Some facilities or locations contain multiple medical offices, i.e. professional medical buildings. These locations are listed once but with a note that they contain multiple offices. They are counted as only one facility.

| Community | Facility Name | Facility Type | Multiple Offices | Facility Within 0.25 miles of Transit Service? | Facility Within 0.5 miles of Transit Service? |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Ashburnham | Ashburnham Family Medicine | Medical Center |  | N | N |
| Athol | Athol Memorial Hospital <br> Athol Medical Clinic <br> Foley Family Practice <br> North Quabbin Family Physicians <br> Quabbin Valley Healthcare | Hospital <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center |  | $\begin{aligned} & \hline \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \hline \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{Y} \\ & \mathrm{~N} \end{aligned}$ |
| Ayer | Nashoba Valley Medical Center <br> Nashoba Medical Office Building 190 Groton Road | Hospital Medical Center | Y | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ |
| Clinton | UMass Memorial Clinton Hospital | Hospital |  | N | N |
| Fitchburg | Community Health Connections Family Health Center UMass Mem Health Alliance Hospit- Burbank Campus Fallon Medical Center <br> All Family Care <br> Crown Point Office Center <br> 33 Electric Avenue <br> 76 Summer Street <br> John Fitch Orthopedics <br> Medical Anesthesiology Consultants, Inc. <br> Neighborhood Pediatrics <br> North County Nephrology Associates <br> Optometric Professional Center <br> Parkhill Family Practice <br> Simonds-Sinon Reg Cancer Center- Burbank Campus | Medical Center Hospital <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center | $\begin{aligned} & Y \\ & Y \end{aligned}$ | Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y | Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y |
| Gardner | Greater Gardner Community Health Center Heywood Hospital <br> Allergy \& Arthritis Family Treatment Center Central Mass OMC <br> Central New England Foot Care <br> Gardner Family Medicine <br> Wachusett Radiology <br> Medical Arts Building 250 Green Street | Medical Center Hospital <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center | Y | $\begin{aligned} & \hline Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \end{aligned}$ | $\begin{aligned} & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \end{aligned}$ |
| Groton | Nashoba Valley Healthcare Group <br> Emerson Hospital Health Center 100 Boston Road | Medical Center <br> Medical Center | Y | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ |
| Harvard | Acton Medical Associates <br> Shaker Place <br> 16 Lancaster County Road | Medical Center <br> Medical Center <br> Medical Center | Y | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \\ & \mathrm{~N} \end{aligned}$ |
| Leominster | Professional Office Building 100 Hospital Road <br> Center for Digestive Wellness <br> Family Practice Associates <br> Community Health Outreach Center <br> Fallon Medical Center <br> Health Alliance Medical Building 50 Memorial Drive <br> UMass Mem Health Alliance - Leominster Campus | Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Medical Center <br> Hospital | Y <br> Y | Y <br> Y <br> Y <br> Y <br> Y <br> Y <br> Y | $\begin{aligned} & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \\ & Y \end{aligned}$ |

$\left.\begin{array}{|l|l|l|l|c|c|}\hline & & & & \begin{array}{c}\text { Facility } \\ \text { Within } \\ 0.25 \\ \text { miles of } \\ \text { Transit }\end{array} & \begin{array}{c}\text { Facility } \\ \text { Within } \\ \text { 0.5 }\end{array} \\ \text { Community } \\ \text { Tras of } \\ \text { Servit }\end{array}\right\}$

From the identified facilities, 4 of the 6 area hospitals (or 67\%) are within a quarter mile of existing transit services. These include UMass Health Alliance - Burbank Campus in Fitchburg, UMass Health Alliance - Leominster Campus in Leominster, Henry Heywood Hospital in Gardner and Athol Memorial Hospital in Athol. The two facilities not included in this group are located in Ayer and Clinton: the Nashoba Valley Medical Center and UMass Memorial Clinton Hospital, respectively.

Of the other identified medical centers, i.e. offices and clinics, over $70 \%$ are either within 0.25 or 0.5 miles of current transit services in 15 of the MRPC communities. As can be expected, the larger urban municipalities with fixed route service, Fitchburg, Gardner and Leominster, have all of their identified medical facilities within the quarter and half mile buffers around the transit services.

## Daycare \& Major Employer Facilities

Important to individuals who utilize public transit services is the ability to access places of employment as well as those facilities that provide services for their families. Daycare centers provide the supervised child support needed to allow individuals to seek out and maintain employment. For this review, daycare facilities were limited to those that provide services to 6 or more children. Data collection of these types of facilities provided sub-categories of daycare centers. The facilities were identified as Family Child Care, Group Child Care and School Age Child Care. These sub-categories are not used for this analysis. All facilities are simply identified as Daycare Centers without distinctions related to the type and age group of supported by the facility. For the review of employment facilities, locations were limited to those classified as major employers, i.e. with 250 or more employees, or to industrial parks. These sites were deemed to be significant attractions that could support or need transit service.

The following table summarizes the daycare facilities within the MRPC region.

| Community | No. Facilities | Is Facility Within 0.25 miles of Transit Service? | Is Facility Within 0.5 miles of Transit Service? |
| :---: | :---: | :---: | :---: |
| Ashburnham | 7 | N | N |
| Ashby | 1 | N | N |
| Athol | 29 | $Y$ (13) | $Y$ (15) |
| Ayer | 9 | $Y$ (2) | $Y$ (4) |
| Clinton | 10 | N | N |
| Devens | 2 | N | N |
| Fitchburg | 59 | Y (44) | $Y$ (51) |
| Gardner | 24 | Y (21) | $Y$ (22) |
| Groton | 5 | N | N |
| Harvard | 5 | N | N |
| Hubbardston | 5 | N | N |
| Lancaster | 9 | N | N |
| Leominster | 66 | Y (32) | Y (44) |
| Lunenburg | 7 | N | N |
| Petersham | 2 | N | N |
| Phillipston | 3 | Y (2) | Y (2) |
| Royalston | 0 | N | N |
| Shirley | 8 | Y (1) | Y (4) |
| Sterling | 12 | N | N |
| Templeton | 13 | $Y$ (5) | Y (9) |
| Townsend | 10 | N | N |
| Westminster | 8 | N | Y (2) |
| Winchendon | 17 | Y (5) | Y (8) |
| MRPC Region Totals | 311 | $\begin{gathered} 125 \\ 40.19 \% \\ \hline \end{gathered}$ | $\begin{gathered} 161 \\ 51.77 \% \\ \hline \end{gathered}$ |

Three hundred eleven daycare facilities were identified in 21 of the 22 MRPC communities (Royalston did not have any identified facilities while the planned development community of Devens was included). Of these, $40.19 \%$ of the region's facilities are within 0.25 miles of current transit services. This number jumps to $51.77 \%$ when that buffer is extended to 0.5 miles. When examining the cities of Fitchburg, Gardner and Leominster, the percentages under both scenarios exceeds the region averages. In the case of Fitchburg and Gardner, the percentages exceed $74 \%$ of the facilities within either 0.25 or 0.5 miles of transit services.

The following table summarizes the major employers and industrial park facilities within the MRPC region.

| Community | Type of Facility | No. Facilities | Is Facility Within 0.25 miles of Transit Service? | Is Facility Within 0.5 miles of Transit Service? |
| :---: | :---: | :---: | :---: | :---: |
| Ashburnham | Industrial Area | 1 | N | N |
| Athol | Major Employer | 3 | Y (2) | Y (2) |
| Ayer | Industrial Area Major Employer | $\begin{aligned} & 1 \\ & 1 \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ |
| Clinton | Major Employer | 4 | N | N |
| Devens | Major Employer | 2 | N | N |
| Fitchburg | Industrial Park Major Employer | $\begin{aligned} & 3 \\ & 5 \end{aligned}$ | $\begin{aligned} & Y(2) \\ & Y(5) \\ & \hline \end{aligned}$ | $\begin{aligned} & Y(3) \\ & Y(5) \\ & \hline \end{aligned}$ |
| Gardner | Industrial Park Major Employer | $5$ | $\begin{aligned} & Y(1) \\ & Y(4) \end{aligned}$ | $\begin{aligned} & Y(3) \\ & Y(4) \end{aligned}$ |
| Groton | Major Employer | 1 | N | N |
| Lancaster | Major Employer | 2 | N | N |
| Leominster | Industrial Park Major Employer | $\begin{aligned} & \hline 6 \\ & 2 \\ & \hline \end{aligned}$ | $\begin{aligned} & Y(3) \\ & Y(1) \\ & \hline \end{aligned}$ | $\begin{aligned} & Y(3) \\ & Y(2) \\ & \hline \end{aligned}$ |
| Lunenburg | Major Employer | 1 | Y (1) | Y (1) |
| Shirley | Major Employer | 1 | N | N |
| Sterling | Industrial Area Industrial Park | $\begin{aligned} & 1 \\ & 1 \\ & \hline \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ | $\begin{aligned} & \mathrm{N} \\ & \mathrm{~N} \end{aligned}$ |
| Townsend | Major Employer | 2 | N | N |
| Westminster | Major Employer | 2 | N | Y (1) |
| MRPC Region Totals | Industrial Area Industrial Park Major Employer | 3 15 30 | 0 <br> $(0.0 \%)$ <br> 6 <br> $(40.0 \%)$ <br> 13 <br> $(43.3 \%)$ | 0 $(0.0 \%)$ 9 $(60.0 \%)$ 15 $(50.0 \%)$ |
|  | Total | 48 | $\begin{gathered} 19 \\ (39.6 \%) \\ \hline \end{gathered}$ | $\begin{gathered} 24 \\ (50.0 \%) \\ \hline \end{gathered}$ |

Forty-eight facilities were identified in the MRPC region. Regionwide over 39\% of the facilities were within 0.25 mile buffer established. This number increased to $50.0 \%$ when the buffer was increased to 0.5 miles. Again, in the urban cities of Fitchburg, Gardner and Leominster, most of the facilities fell within 0.5 miles of existing transit services.

## c. Transit Services

The following information provides an overview of the existing transit services in the MRPC region. The majority of the services are run by or administered by the Montachusett Regional Transit Authority. Services range from fixed route bus systems in the major urban communities, to on demand paratransit service to commuter rail train service to Boston.

## 1. Montachusett Regional Transit Authority (MART) Overview

The Montachusett Regional Transit Authority (MART) provides a variety of transportation services for residents of the Montachusett Region and other areas throughout the Commonwealth. Twenty-one communities in the Commonwealth use MART services. Fixed route bus services, paratransit and subscription services are operated chiefly by Management of Transportation Services, Inc, a private management company. All other transportation is operated by a variety of private vendors in Massachusetts. The Massachusetts Bay Transportation Authority (MBTA) is responsible for commuter rail services from Fitchburg to Boston.

## 2. Fixed Route

## Fitchburg/Leominster and Gardner

The local transit bus service is the most prominent method of public transportation in the region. Local fixed route bus services operate along set routes and follows set a schedule. Local bus services are available in the three cities: Fitchburg, Leominster and Gardner. Eighteen (18) bus routes are provided by MART, twelve in Fitchburg and Leominster and six in Gardner. Service operates Monday through Saturday. Bus services are not offered on Sundays and most holidays. The cost for adults to ride the fixed route service is 75 cents. For the elderly and disabled (with proper identification), the cost is 35 cents. Children under the age of five ride for free with an accompanying adult.

Fixed route bus service in Fitchburg and Leominster is available every $20-60$ minutes, depending on the route. In the City of Gardner bus service is available every 60 minutes.

## MART Bus Routes and Hours of Operation

Fitchburg and Leominster

| Route | Route Traveled | Weekday Hours | Saturday Hours |
| :---: | :---: | :---: | :---: |
| Route 1 | Intermodal Transit Center (ITC) ---KMART--Monument Square---Searstown---Kings Corner | 6:05 a.m. to 5:25 p.m. | 9:40 a.m. to 5:25 p.m. |
| Route 2 | ITC --- via Route 12 --- Monument Square | 5:15 a.m. to 6:20 p.m. | 9:15 a.m. to 6:20 p.m. |
| Route 3 | ITC----Kings Corner---Searstown--Monument Square --- KMART | 6:00 a.m. to 5:35 p.m. | 9:45 a.m. to 5:35 p.m. |
| Route 4 | ITC ---Fitchburg State College | 7:00 a.m. to 5:15 p.m. | 9:15 a.m. to 5:15 p.m. |
| Route 5-5A | ITC---Montachusett Industrial Park--Central Plaza | 5:20 a.m. to 6:40 p.m. | 9:15 a.m. to 6:40 p.m. |
| Route 6 | ITC---Burbank Hospital | 7:00 a.m. to 5:25 p.m. | 10:00 a.m. to 5:25 p.m. |
| Route 7 | ITC---John Fitch Plaza ---Lunenburg Crossing | 6:30 a.m. to 6:00 p.m. | 9:25 a.m. to 6:00 p.m. |
| Route 8 | Monument Square---Searstown Mall | 6:15 a.m. to 4:30 p.m. | 9:00 a.m. to 4:30 p.m. |
| Route 9 | Monument Square---Jytek Industrial Park | 6:25 a.m. to 4:45 p.m. | 9:30 a.m. to 4:45 p.m. |
| Route 10 | Monument Square---Leominster Hospital---Water Tower Plaza | 7:45 a.m. to 4:00 p.m. | 9:45 a.m. to 4:00 p.m. |
| Mount Wachusett Community College (MWCC) | Fitchburg-Leominster-Gardner <br> (Labor day through Memorial day only) | 8:00 a.m. to 9:15 a.m. | No service |

## MART Bus Routes and Hours of Operation

## Gardner

| Route | Route Traveled | Week Day Hours | Saturday Hours |
| :--- | :--- | :--- | :--- |
| Route 1 | Mt Wachusett Community College --- <br> Hospital ---Highrise ---City Hall ---Wal- <br> Mart Plaza ---Gardner Plaza | 6:18 a.m. to 4:45 p.m. | 8:44 a.m. to 3:45 p.m. |
| Route 2 | Mt. Wachusett Community College --- <br> Gardner Plaza---Wal-Mart Plaza ---City <br> Hall---Highrise ---Hospital | 6:33 a.m. to 5:12 p.m. | 9:33 a.m. to 4:33 p.m. |
| G-Link <br> Route 2 West | Gardner--- Orange | 5:15 am. To 6:00 p.m. | No service |
| G-Link <br> Route 2 East | Orange ----Gardner | 6:00 a.m. to 7:00 p.m. | No service |
| G-Link <br> Route 3 North | Gardner ----Winchendon | 6:00 a.m. to 4:00 p.m. | No service |
| G-Link <br> Route 3 3 South | Winchendon--- Gardner | 6:15 a.m. to 4:30 p.m. | No service |
| Mount Wachusett <br> Community College <br> (MWCC) | Gardner----Fitchburg---Leominster <br> (Labor day through Memorial day only) | 6:15 a.m. to 7:30 p.m. | No service |



There are over 4,000 daily riders who make use of the fixed route service in Fitchburg and Leominster.

## G-Link Service

Bus service is also available along the Route 2-2A between Greenfield and Gardner, with stops in the towns of Athol, Orange, Gardner, Phillipston, Templeton, and Winchendon. Six separate routes make up this service. Times vary on routes with service staring at 5:15 a.m. and ending at 7:00 p.m. on weekdays only. The Montachusett Regional Transit Authority (MART) and the Franklin Regional Transit Authority (FRTA) operate the G-Link service.


Source: Montachusett Regional Transit Authority

## Intercity Bus Service

Intercity bus service is provided by MART from Fitchburg and Leominster to Gardner. Main stops in Gardner are Mount Wachusett Community College and the City Hall. This service operates from 6:15 a.m. to 7:30 p.m. and is on weekdays only.

Peter Pan Transit Line also provides bus services that stop at the Bickfords Family Restaurant in Leominster. Peter Pan has a bus that leaves daily from the Bickfords Family Restaurant Traveling from Leominster to Worcester with connections to Hartford, CT, to New York City or to Foxwoods Casino. The bus leaves Leominster 7:35 a.m. arrival time for New York City is 12:30 p.m. and 9:30 a.m. for Foxwoods Casino. Return trips from New York City leave at 1:30 p.m. and arrive at Leominster at 6:15 p.m. Return trips from Foxwoods Casino depart at 4:45 p.m. and arrive in Leominster at 6:15 p.m.

## 3. Para Transit Services

Paratransit service includes curb-to-curb transportation for citizens with disabilities who are eligible under the criteria of the Americans with Disabilities Act (ADA). Service is demandresponsive and available in conjunction with fixed route bus service in Fitchburg, Leominster and Gardner. Paratransit services are available Monday to Saturday from 5:00 a.m. to 7:00 p.m. The service is not offered on Sundays or on most holidays. Cost to the disabled is $\$ 1.25$ for rides within Fitchburg Leominster or within Gardner. A $\$ 2.50$ fare is charged between the Gardner area and Fitchburg Leominster area. In other communities in the region, nineteen (19) Councils on Aging provide service for their senior and disabled. Prices and times of operation vary per community with an average cost of fifty cents.


## 4. Subscription Service

Subscription service allows for transportation to work and school, with fare payment made on a regular, monthly basis. Service is available in Fitchburg, Leominster and surrounding communities, and service is curb-to-curb. For an additional fee, MART will drop a subscriber's child off at daycare along the way to their workplace. Cost of the service starts at $\$ 80.00$ per month and depends on the pick-up and drop-off destination. 308 average daily trips are provided by MART (2006-7).

## 5. Job Access Reverse Commute (JARC)

Evening transportation is provided in Fitchburg, Leominster and Gardner to industrial, retail and medical facilities. The service is offered Monday through Saturday; there is no JARC service available on Sunday. The service is designed primarily for employment purposes. The cost of JARC is $\$ 1.25$. Users need to call MART 24 hours in advance to utilize this service. The hours of service in the Fitchburg/Leominster area is Monday-Saturday from 10:00 p.m. to 11:30 p.m. The service hours for Gardner are the same Monday-Friday with no service on Saturday. A private contractor transports approximately 35 riders per day.

## 6. Shuttle Van Service

MART provides transportation to veterans, the elderly and disabled citizens to medical facilities in Worcester or Boston. The round-trip fare to Worcester is $\$ 20.00$, and to Boston is $\$ 25.00$. Through an agreement between MART and the cities of Fitchburg and Leominster, veterans from these communities ride at no charge to the individuals. Others may ride on a space-available basis if they meet the vehicle at the MART ITC. There are an average five riders per day.

## 7. Dial-A-Mart Van Service

Transportation is available to various social service agencies for their clients. Service is provided Monday through Friday from 5:00 a.m. - 7:00 p.m., and on a negotiated cost basis with the agencies.

## 8. Community Transit Services, Inc., (CTS) Athol, MA

Community Transit Services, Inc. located in Athol, provides demand response services to lowincome, disabled and seniors residents in Athol, Orange, and Winchendon with transportation to work, medical appointments, shopping, etc.

Operations are covered through:

- A grant from Community Transportation Association (CTAA)
- Fares
- Massachusetts Human Services Transportation Contracts

Expansion of services by Community Transit Services is a continued goal of the organization.

## 9. Self Funded Services

MART coordinates transportation for Massachusetts' human service agencies, namely, the Department of Mental Retardation, Mass Health, and the Department of Public Health. Private transportation operators provide these services. Travel is funded by the State agencies.

MART also coordinates special education transportation for local school districts. Special Education departments fund this transportation.

## Department of Mental Retardation

MART currently provides transportation broker services for the Department of Mental Retardation (DMR) for approximately $\$ 33$ million in the North and South Central regions, the Pioneer Valley region, as well as the entire Metro Boston region including the North and South Shore areas. Approximately 4,500 individuals are transported daily to 157 various programs across the state. MART is currently subcontracted with approximately 90 private vendors to provide these services.

## Mass Health Transportation Program

MART provides brokerage services for the Greater Metro Boston Area, Pioneer Valley Area, North Central and South Central Area. MART has contracts with one hundred and thirty-six (136) private vendors to provide the transportation for the above-mentioned areas via a lowcost bid system. MART currently services the transportation needs of the Mass Health consumers in two hundred and twenty-three (223) cities and towns, with an approximate budget of $\$ 22$ million annually. Transportation averages approximately 5,300 one-way trips per day with the highest volume in the Metro Boston area of approximately 3,000 one-way trips per day.

## Early Intervention Program

MART currently provides management brokerage services for the Department of Public Health for approximately $\$ 1.6$ million for the transportation of approximately 850 children to various programs. The majority of these are found in the Greater Boston and Lowell/Lawrence areas. Nineteen private contractors provide these services. During FY06, MART was able to achieve a reduction in the overall cost for these services of approximately $15 \%$. MART is continuing to develop the most efficient, cost-effective system possible and is currently developing several additional proposals for reducing cost in the Metro Boston area.

## Special Education Transportation

MART manages Special Education (SPED) Transportation for seven school districts:
Ashburnham-Westminster Regional School District, Ayer, Fitchburg, Gardner, Leominster, Lunenburg and Shirley at a cost of $\$ 3.8$ million. Service is accomplished through brokerage with eight transportation contractors providing over 1,048 one-way trips per school day. The result is an increase in private sector competition, the stabilization of costs, and cost shared routing capabilities, amongst the six school districts. MART's main responsibility and objective
is to provide safe, quality transportation for students in the most cost effective manner for the various districts.

## 10. Commuter Rail

Commuter rail service is managed by the Massachusetts Bay Transportation Authority (MBTA). The service operates from Fitchburg to Boston. The trains stop in the following Montachusett communities: Fitchburg, Leominster, Shirley, Ayer and Littleton. The Montachusett Regional Transit Authority (MART) provides a transit service from Gardner to Fitchburg designed for commuters that wish to travel to Boston by train, as there is no service available from Gardner. A one-way fare from Fitchburg to Boston is \$7.75.

Thirteen (13) trips leaving from Fitchburg to Boston and twelve (12) trips from Boston back to Fitchburg are provided by the MBTA on weekdays. Inbound service starts at 5:45 a.m. and ends at 10:25 p.m. Outbound service starts at 8:55 a.m. and finishes with its last trip at 12:10 p.m. Saturday and Sunday service there are six (6) inbound trips to Boston and six (6) outbound trips to Fitchburg.

The Fitchburg Line transports an estimated 3,000 passengers per day, approximately double the amount of riders ten years ago.


Source: MBTA Railroad Operation Audit July 27, 2006

## 11. Transit Recommendations and Needs

In order to provide increased mobility for Montachusett area residents that do not own automobiles or that choose to be less dependent a personal vehicle, MART will need to continue to refine and implement appropriate and innovative public transit programs designed to increase ridership. It will be necessary to examine the routes and schedules to determine the most efficient and effective service. MART is open to expanding services wherever possible to fill service gaps, meet unmet regional needs and increase accessibility to health facilities and social services. Where is becomes apparent that certain services are needed, for example evening transportation to local colleges (Mount Wachusett Community College,

Fitchburg State College, etc.), MART should continue to work with those institutions to examine requests, organizational involvement and ways to help defray the cost of the additional services. Continued participation of local industries, businesses, major shopping centers and schools in developing appropriate schedules, routes and promotional programs is an important part of this ongoing planning and implementation of services.

Special service provided to the elderly and the disabled will need to be monitored to insure continuation of appropriate levels of service in light of MART's complementary ADA plan. Continue brokerage programs with the Department of Public Health, Department of Mental Retardation, Department of Transitional Assistance and special education departments of local school systems.

In addition to increased and improved routing and scheduling, it will be necessary for MART to maintain and improve the operating condition of its vehicle fleet. Expansion of MART maintenance/storage facility was completed in March, 2001. This facility includes four additional service bays and additional administrative space. The present vehicle fleet is constantly being replaced with new lift equipped ADA compliant equipment. The Montachusett TIP process should continue to be utilized to upgrade and replace buses and vans for the MART fleet.

In order to maintain quality levels of service, a fare increase was initiated in FY 2006/2007. MART had not increased fares in ten years due to the escalating demand and the freeze on Commonwealth funding. This fare increase is an important part of the overall financing of MART.

Most of the above actions are designed to improve efficiency and lower overall demand on the highway system at a relatively low cost. In summary, there are several key and identifiable avenues by which the MART system can be both properly maintained and improved. They are:

- Continued monitoring of routes and schedules so that any beneficial changes can be identified and implemented;
- Alternative sources of funding for continued transit operations must be developed and instituted;
- The marketing effort must be upgraded and increased to inform the public of transit availability and efficiency;
- Additional equipment such as radios, lift equipped trolleys, lift equipped buses, lift equipped vans, etc., should be acquired;
- Driver safety, CPR, first aid, and sensitivity courses should be maintained;
- Transit services for the elderly and disabled should continue to be upgraded as necessary to insure both availability and accessibility in compliance with MART's ADA complementary paratransit plan;
- Paratransit services provided by MART to social service agency clients should continue to be monitored for coordination of effort;
- Brokerage programs with Department of Public Health, Department of Transitional Assistance, Department of Mental Retardation, and local schools should be monitored for greater coordination and continued use of private enterprises.


## 12. Commuter Rail Recommendations and Needs

Within the RTP, several future improvements were identified for the commuter rail system. These included several capital improvements to the line. The following are recommendations limited to operations and that likely effect the identified target populations.

- Increase available parking at the North Leominster, Shirley, Ayer and Littleton commuter rail stations.
- Extend train service to Gardner.
- Improve Handicapped accessibility at Shirley, Ayer and Littleton Train Stations.
- Train service from Boston to Fitchburg between 1:20 p.m. and 4:40 p.m.
- Reverse commute train from Boston arriving in Fitchburg by 8:00 a.m.
- MAP Purchases for Elderly and Disabled Services (Section 5310)
- Operating Assitance for JARC (Section 5316)
- New Freedoms Services (Section 5317)


## D. Target Populations vs Transit Services

As part of the review of this Coordinated Plan, an analysis was conducted of the identified target populations versus the current existing transit services. The methodology for this analysis is as follows:

1. Census block group information for the communities was established.
2. Existing fixed route and commuter rail transit services were mapped according to current information.
3. A 0.25 and 0.5 mile buffer was established around the current fixed route and commuter rail transit services. Paratransit service is not part of this analysis due to a lack of regular established and identifiable routing.
4. An analysis of where the 0.25 and 0.5 mile buffers and the block groups intersected was compiled. The amount of area within the two buffer zones was calculated and compared to the entire area of the block group. This produced a percentage of the block group area covered by the buffer (coverage percentage). Example: Block Group 1A has an overall area of 10,000 square meters. The 0.25 mile buffer encompasses 8,500 square meters of Block Group 1A while the 0.5 mile buffer encompasses 9,450 square meters of Block Group 1A. Therefore, the 0.25 mile buffer covers $85.0 \%$ ( 8,500 square meters/10,000 square meters) of Block Group 1A. For the 0.5 mile buffer, $94.5 \%$ ( 9,450 square meters/10,000 square meters) of Block Group 1A would be covered. These coverage percentages were than summed for the entire community resulting in a community coverage percentage.
5. Exact address locations of the target populations within the individual block groups is not available. Therefore, it is assumed that the population is evenly distributed throughout the block group area. The community coverage percentages related to the two buffer zones was therefore used to estimate the amount of the target population in the community that was encompassed by the 0.25 and 0.5 mile buffers. Example: For the community that contains Block Group 1A from the example above, the elderly population is 15,750 individuals. The community coverage percentage was calculated at $25.0 \%$ for the 0.25 mile buffer and $34.5 \%$ for the 0.5 mile buffer. Thus, the portion of the community's elderly population estimated to be within 0.25 miles of the existing transit services is 3,938 (15,750 elderly individuals $\times 25.0 \%$ community coverage percentage) and the amount estimated within 0.5 miles is 5,434 (15,750 elderly individuals $X 34.5 \%$ community coverage percentage).

This methodology was used to estimate the percentage of the target populations that could possibly be serviced by the existing transit services. Please note that this method is used to present a general overview and picture of current services and should be used for planning purposes only. Limitations in the available data prevent any type of precise calculation.

Individuals with Disabilities - Target Populations vs Transit Services
The following table lists the MRPC communities and the estimated target population of individuals with disabilities aged 5 years and over that are within the 0.25 and 0.5 mile buffers established around existing transit services. They are listed from highest estimated coverage percentage to lowest.

| MRPC <br> Community | Total Population w/Disability Age 5 and Over | \% of Total <br> Population w/Disability 5 yrs and Over | Community Coverage Percentage |  | Estimated <br> Population w/Disability Age <br> 5 and Over Within 0.25 Mile Buffer | Estimated <br> Population w/Disability Age <br> 5 and Over Within 0.5 Mile Buffer |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $\begin{gathered} 0.25 \text { Mile } \\ \text { Buffer } \end{gathered}$ | 0.5 Mile Buffer |  |  |
| Fitchburg | 8,520 | 23.36\% | 34.56\% | 54.33\% | 2,945 | 4,629 |
| Gardner | 4,256 | 21.80\% | 33.16\% | 55.37\% | 1,411 | 2,356 |
| Leominster | 7,186 | 18.73\% | 30.09\% | 47.06\% | 2,162 | 3,382 |
| Templeton | 1,186 | 18.70\% | 14.92\% | 28.44\% | 177 | 337 |
| Athol | 2,225 | 20.89\% | 8.09\% | 15.96\% | 180 | 355 |
| Westminster | 754 | 11.61\% | 7.66\% | 15.94\% | 58 | 120 |
| Winchendon | 1,670 | 18.72\% | 7.00\% | 14.25\% | 117 | 238 |
| Phillipston | 237 | 15.54\% | 6.33\% | 12.90\% | 15 | 31 |
| Lunenburg | 1,334 | 15.08\% | 3.91\% | 7.97\% | 52 | 106 |
| Ayer | 1,346 | 19.87\% | 2.07\% | 8.26\% | 28 | 111 |
| Shirley | 869 | 14.50\% | 1.23\% | 4.94\% | 11 | 43 |
| Lancaster | 949 | 13.53\% | 0.82\% | 2.31\% | 8 | 22 |
| Ashburnham | 749 | 14.37\% | 0.00\% | 0.00\% | 0 | 0 |
| Ashby | 335 | 12.50\% | 0.00\% | 0.00\% | 0 | 0 |
| Clinton | 2,972 | 23.53\% | 0.00\% | 0.00\% | 0 | 0 |
| Groton | 1,118 | 12.84\% | 0.00\% | 0.00\% | 0 | 0 |
| Harvard | 462 | 8.19\% | 0.00\% | 0.00\% | 0 | 0 |
| Hubbardston | 464 | 12.83\% | 0.00\% | 0.00\% | 0 | 0 |
| Petersham | 177 | 15.80\% | 0.00\% | 0.00\% | 0 | 0 |
| Royalston | 201 | 16.99\% | 0.00\% | 0.00\% | 0 | 0 |
| Sterling | 831 | 12.27\% | 0.00\% | 0.00\% | 0 | 0 |
| Townsend | 809 | 9.46\% | 0.00\% | 0.00\% | 0 | 0 |
| Region Total | 38,650 | 18.14\% | Percent of | egion Total | 7,163 | $\begin{array}{r} 11,731 \\ 18.53 \% \end{array}$ |

Not surprisingly, the communities with the highest amount of estimate coverage within the buffers are those with existing fixed route services, i.e. Fitchburg, Gardner and Leominster. MRPC communities with a percentage of disabled population over age 5 that is greater than the region average (18.14\%) and the state's average (18.5\%), Clinton, Athol, Ayer, Winchendon and Templeton have less fixed route transit coverage serving this population. Please note that the Worcester Regional Transit Authority does provide some fixed route service into Clinton. Additional data is needed to evaluate this area.

## Low Income Individuals - Target Populations vs Transit Services

The following table lists the MRPC communities and the estimated target population of individuals below the poverty level that are within the 0.25 and 0.5 mile buffers established around existing transit services. They are listed from highest estimated coverage percentage to lowest.

| MRPC Community | Individuals Below Poverty Level |  | Community Coverage Percentage |  | Estimated <br> Population Below Poverty Level Within 0.25 Mile Buffer | Estimated Population Below Poverty Level Within 0.5 Mile Buffer |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | \% of Total Population Below Poverty Level | 0.25 Mile Buffer | 0.5 Mile Buffer |  |  |
| Fitchburg | 5,627 | 14.39\% | 34.56\% | 54.33\% | 1,945 | 3,057 |
| Gardner | 1,863 | 8.97\% | 33.16\% | 55.37\% | 618 | 1,031 |
| Leominster | 3,889 | 9.42\% | 30.09\% | 47.06\% | 1,170 | 1,830 |
| Templeton | 588 | 8.65\% | 14.92\% | 28.44\% | 88 | 167 |
| Athol | 1,038 | 9.19\% | 8.09\% | 15.96\% | 84 | 166 |
| Westminster | 212 | 3.07\% | 7.66\% | 15.94\% | 16 | 34 |
| Winchendon | 953 | 9.92\% | 7.00\% | 14.25\% | 67 | 136 |
| Phillipston | 93 | 5.74\% | 6.33\% | 12.90\% | 6 | 12 |
| Lunenburg | 382 | 4.06\% | 3.91\% | 7.97\% | 15 | 30 |
| Ayer | 765 | 10.50\% | 2.07\% | 8.26\% | 16 | 63 |
| Shirley | 172 | 2.70\% | 1.23\% | 4.94\% | 2 | 8 |
| Lancaster | 237 | 3.21\% | 0.82\% | 2.31\% | 2 | 5 |
| Ashburnham | 350 | 6.31\% | 0.00\% | 0.00\% | 0 | 0 |
| Ashby | 143 | 5.03\% | 0.00\% | 0.00\% | 0 | 0 |
| Clinton | 949 | 7.06\% | 0.00\% | 0.00\% | 0 | 0 |
| Groton | 376 | 3.94\% | 0.00\% | 0.00\% | 0 | 0 |
| Harvard | 106 | 1.77\% | 0.00\% | 0.00\% | 0 | 0 |
| Hubbardston | 143 | 3.66\% | 0.00\% | 0.00\% | 0 | 0 |
| Petersham | 66 | 5.59\% | 0.00\% | 0.00\% | 0 | 0 |
| Royalston | 109 | 8.69\% | 0.00\% | 0.00\% | 0 | 0 |
| Sterling | 213 | 2.94\% | 0.00\% | 0.00\% | 0 | 0 |
| Townsend | 464 | 5.04\% | 0.00\% | 0.00\% | 0 | 0 |
| Region Total | 18,738 | 8.22\% | Percent of | egion Total | $\begin{array}{r} 4,028 \\ 21.50 \% \end{array}$ | $\begin{array}{r} 6,541 \\ 34.91 \% \end{array}$ |

For the target population estimated to be below the poverty level, two of the four communities within the MRPC region that exceed the statewide average percentage (9.30\%), Fitchburg (14.39\%) and Leominster (9.42\%) have transit service coverage within a quarter mile that ranges from 30 to 35 percent of the municipality. The towns of Ayer and Winchendon, the remaining two communities that exceed the statewide average with $10.50 \%$ and $9.92 \%$,respectively, of its population below the poverty level, have approximately $2 \%$ to $7 \%$ within 0.25 miles of transit services. Other communities that exceed the MRPC region average of $8.22 \%$ below the poverty level, Athol, Gardner, Royalston and Templeton have, with the exception of Royalston, some form of transit coverage.

## Elderly Individuals - Target Populations vs Transit Services

The following table lists the MRPC communities and the estimated target population of elderly individuals that are within the 0.25 and 0.5 mile buffers established around existing transit services. They are listed from highest estimated coverage percentage to lowest.

| MRPC <br> Community | Total Population over 65 | \% of Total Population over 65 | Community Coverage Percentage |  | Estimated Population Over 65 Within 0.25 Mile Buffer | Estimated <br> Population Over 65 Within 0.5 Mile Buffer |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 0.25 Mile Buffer | 0.5 Mile Buffer |  |  |
| Fitchburg | 5,713 | 14.61\% | 34.56\% | 54.33\% | 1,974 | 3,104 |
| Gardner | 3,341 | 16.09\% | 33.16\% | 55.37\% | 1,108 | 1,850 |
| Leominster | 5,633 | 13.64\% | 30.09\% | 47.06\% | 1,695 | 2,651 |
| Templeton | 875 | 12.87\% | 14.92\% | 28.44\% | 131 | 249 |
| Athol | 1,940 | 17.17\% | 8.09\% | 15.96\% | 157 | 310 |
| Westminster | 753 | 10.90\% | 7.66\% | 15.94\% | 58 | 120 |
| Winchendon | 1,007 | 10.48\% | 7.00\% | 14.25\% | 70 | 144 |
| Phillipston | 122 | 7.53\% | 6.33\% | 12.90\% | 8 | 16 |
| Lunenburg | 1,129 | 12.01\% | 3.91\% | 7.97\% | 44 | 90 |
| Ayer | 876 | 12.02\% | 2.07\% | 8.26\% | 18 | 72 |
| Shirley | 586 | 9.20\% | 1.23\% | 4.94\% | 7 | 29 |
| Lancaster | 733 | 9.93\% | 0.82\% | 2.31\% | 6 | 17 |
| Ashburnham | 492 | 8.87\% | 0.00\% | 0.00\% | 0 | 0 |
| Ashby | 271 | 9.53\% | 0.00\% | 0.00\% | 0 | 0 |
| Clinton | 2,012 | 14.98\% | 0.00\% | 0.00\% | 0 | 0 |
| Groton | 668 | 7.00\% | 0.00\% | 0.00\% | 0 | 0 |
| Harvard | 457 | 7.64\% | 0.00\% | 0.00\% | 0 | 0 |
| Hubbardston | 271 | 6.93\% | 0.00\% | 0.00\% | 0 | 0 |
| Petersham | 207 | 17.54\% | 0.00\% | 0.00\% | 0 | 0 |
| Royalston | 123 | 9.81\% | 0.00\% | 0.00\% | 0 | 0 |
| Sterling | 655 | 9.03\% | 0.00\% | 0.00\% | 0 | 0 |
| Townsend | 622 | 6.76\% | 0.00\% | 0.00\% | 0 | 0 |
| Region Total | 28,486 | 12.49\% | Percent of | egion Total | $\begin{array}{r} 5,276 \\ 18.52 \% \\ \hline \end{array}$ | $\begin{array}{r} 8,651 \\ 30.37 \% \\ \hline \end{array}$ |

Of the six MRPC communities that exceed the statewide average for percent of elderly population (13.50\%), Petersham (17.54\%), Athol (17.17\%), Gardner (16.09\%), Clinton (14.98\%), Fitchburg (14.61\%) and Leominster (13.64\%), only Petersham and Clinton do not have fixed route transit coverage (through MART). As stated above, the Worcester Regional Transit Authority does provide some service to Clinton.

## E. Gaps, Needs and Comments

Through the analysis for this plan as well as previous studies, various gaps and needs in transit service have been identified or highlighted. This section attempts to summarize these issues.

## Fitchburg/Leominster and Gardner Transit Development Plans (TDP)

The MRPC conducts for MART on a regular basis a Transit Development Plan for the fixed route services in Fitchburg, Leominster and Gardner. Through analysis of existing ridership data, routes and hours of operation, and surveys of passengers and operators, recommendations were developed related to overall operation.

Fitchburg/Leominster TDP

- Expand service and hours to existing and planned shopping centers
- Expand service to Fitchburg Airport, the Wallace Civic Center, and the Gables Assisted Living Facility/Nursing Home.
- Adjust and expand hours of operation to accommodate work shifts
- Expand weekend service, both hours of operation and days of operation


## Gardner TDP

- Adjust hours of operation to accommodate industrial park work shifts
- Adjust service frequency to Mount Wachusett Community College to accommodate students
- Adjust routes and times to accommodate high school hours of operation
- Adjust service at end of to provide transfer opportunities
- Adjust early hours of routes to accommodate commercial centers that operate 24 hours
- Adjust Saturday service and hours of operation to better match rider needs
- Improve service connections to Fitchburg/Leominster
- Improve marketing and outreach to public

Commuter Rail Survey

- Increase in the daily frequency of rail service between Fitchburg and North Station.
- Increase available parking spaces at all the stations
- Extend train service to Gardner


## 2007 Montachusett Regional Transportation Plan

As part of the development of the 2007 Montachusett Regional Transportation Plan (RTP), the MRPC conducted an extensive outreach program. With the assistance of the firm Fitzgerald \& Halliday, Inc., a series of public meetings were held in each of the Montachusett Metropolitan Planning Organization (MPO) identified subregions as well as a single meeting for the region's three cities. Two regional workshops were also held to discuss the RTP process and the original regional meetings held. In addition, MRPC staff set up and manned table displays for a full Saturday at the Mall at Whitney Field in Leominster and for half a day at Mount Wachusett Community College in Gardner during the 30 day comment period to solicit comments and suggestions. Invited to the meetings were state and local officials, the general public, as well as local businesses and organizations. From these outreach efforts, several comments were received on several transportation related topics. For a complete list of comments, please see the full 2007 RTP. The following were related to transit services.

- Transit agencies should consider students when analyzing their routes
- Residential development in Gardner (and conversely the entire Region) will add to the population that will require bus service
- More bus stations/connections in the Ayer area
- Improved MBTA service
- Expansion of bus service Gardner
- Public transportation information improved
- Rail Improvements - High Speed Rail and Service

Within the RTP, challenges were also identified relating to paratransit and existing transit services.

## Paratransit Challenges

A paratransit needs survey developed and distributed in 1990 to approximately forty organizations in the Montachusett Region, including councils on aging, human service agencies, a school for developmentally disabled children and adult day care facilities was designed to gather information on financial expenditures, trip purposes, number of passengers carried annually, ongoing ride sharing, and existing unmet needs.

The survey indicated that the transportation systems operated by councils on aging are among the greatest potential resources in the area. However, few disabled individuals were being served even though all councils-on-aging that utilize MART owned vehicles are mandated to transport disabled individuals. There is very little coordination between communities. A noticeable improvement over the years has been the willingness of councils-on-aging to expand their transportation services beyond just medical and nutritional trips. Councils-on-aging are now servicing the disabled in their communities.

## Other Transit Challenges

Interstate bus service is limited to two companies providing minimal service to the region. Taxi service is provided in six Montachusett communities; however fares may be a deterrent to use.

Out-of-town transportation to medical appointments and work sites for the disabled is the single most pressing need at the moment. The major medical and rehabilitation centers are located in cities like Worcester, Framingham and Boston. In 1995, MART implemented daily shuttle service between Fitchburg and the Worcester and Boston areas for medical appointments.

Perceived need is for night and weekend services. Although more councils-on-aging perform some form of service it is not available evenings, weekends or holidays. It operates in a limited radius around the town served and transports only a small percentage of the area's disabled, even when vehicles are accessible. In an effort to remain autonomous, towns and councils-on-aging have developed isolated services. Cooperation between communities is therefore limited. A serious deterrent to cooperative planning and the development of coordinated service in the region relates to policies prohibiting inter-agency ridesharing agreements.

## Senior Mealsite Surveys

Conducted by MART operators and partners resulted in the following responses:

- Increasing operating hours to include evening and weekend service.
- Creating daily fixed or deviated route service to eliminate the difficulty of scheduling a ride at least 24 hours in advance.
- Providing better transportation to rural areas and a connection to Worcester
- Offering affordable travel.
- Assisting with the coordination of transportation to special events for seniors
- Increasing marketing of existing services by placing information at senior centers and creating reference magnets about services. Letting seniors and people with disabilities know that they can access the services.
- Reducing fares.
- Providing options for travel within the entire Montachusett Region, not just within the urban area.


## Public Comments

Comments made through various public meetings, i.e. MART Advisory Board and Montachusett Joint Transportation Committee (MJTC), have brought forth reoccurring comments from residents, transportation providers, and human service organizations. Needs and issues identified include:

- Existing public transportation services are vital to the communities they serve.
- Some Montachusett region residents would like to expand Council on Aging Services
- Travel to Worcester is currently inadequate and significant barriers exist to finding an affordable solution.
- Public Education and Awareness Campaign regarding existing services and the importance of transportation services to those using them is needed to enhance the system.
- Conduct a public outreach campaign to better inform special populations of
- their transportation options.


## Stakeholder Comments

During their interviews with various providers and stakeholders, such as MART's Americans with Disabilities (ADA) Advisory Group, issues noted included:

- Sustaining existing services should be a priority
- Marketing and Outreach should be expanded
- Operation hours need to be extended
- Improved connection to other transportation systems
- Fixed and Deviated Route Service expansion to address changes in demographics and the region
- Service for seniors to outside areas
- Reasonable fares


## Coordinated Plan

Through the analysis of the target populations and the coverage by the existing transit services gaps can be seen in the rural areas. Although demand responsive services provide needed connections to the target populations in these communities, a common theme expressed to MART and to the MRPC is the need to expand these options. The larger urban areas of Fitchburg, Gardner and Leominster have fixed route services that provide some form of coverage to varying degrees, improvements to the routes, hours of operation and services can also be implemented, given adequate funding.

- Expansion of services to meet varying employment hours and locations. Third shift workers in the industrial areas and parks have no option to utilize transit.
- Expanded service to commercial and medical facilities
- Service connections from rural communities to facilities in larger urban area
- Service to medical, employment and commercial facilities in the rural communities for the target populations
- Expansion of services on weekends and at night
- Improved commuter rail options through more and faster service as well as reverse commute
- Coordination of services with the commuter rail system


## F. Priorities

From the information outlined in this Coordinated Public Transit - Human Services Plan, the following priorities have been identified. Please note that the priorities listed are not intended to be all-inclusive. It is assumed that additional needs, gaps and priorities will be identified and established through further refinements of this plan.

## Sustain Existing Services and Maintain Vehicles

A number of public and private transportation resources exist in Montachusett Region to support the three target populations. These are vital services to the County and must be maintained at least at their current level. In particular, the focus should be on ensuring the continuation of MART, Council on Aging vans, and CTS.

In order to maintain services, public transportation providers should seek to maintain current funds for operations and services and repair or replace vehicles as needed. JARC, New Freedom and MAP funding should be maintained and expanded to address the identified needs and services.

## Continue Communication with Stakeholders

MART, other RTAs and transit providers should strive to continue conversations with social service providers, public figures, and community organizations to keep stakeholders informed about transportation options. One option is to include all identified stake holders in mailing to patrons and board meetings.

## Outreach and Market To Special Needs Populations

Education and marketing about transportation services was noted as an unmet need. Existing efforts should be continued and combined with the following:

## Short Term

- Provide service information to all social service agencies by a link to MART through websites


## Long Term With Additional Funding And Capacity

- Newspaper campaign through articles
- Radio advertising
- Promotional marketing, ex. create refrigerator magnets with Transportation Network phone numbers


## Explore Additional Funding Options

Limited funding and resources is a barrier to meeting the needs of the three target populations. Funding is particularly important for MART and CTS. In the short term, agencies/operators should seek to maintain current sources and develop relationships with more social service agencies.

## Extend Transit Services

MART and other RTAs, if provided with enough funding to do so, should extend their hours to include all evening hours for individuals trying to get to work. Evening hours are also required for addiction and support groups, community college classes, and senior events. Sunday hours should also be examined if adequate funding is available.

## Encourage Employer Vanpools

Employer vanpool options should be encouraged for businesses in the Montachusett Region. Some employers have had success with these services and it would decrease the burden placed on other public transportation services.

## Expand Services to Rural and Outlying Communities

Through additional funding, the expansion of all services to the more rural communities should be expanded by any and all operators.

Service providers should seek to improve and enhance cooperative efforts related to service, routes, timing and coordination across agencies and agency boundaries in order to improve access and opportunities throughout the Region and Commonwealth.

## Expand and Increase Commuter Rail Options

Connections with existing services to commuter rail stations should be expanded and improved. Both fixed route and demand responsive services should be examined if funding is available.

Commuter rail expansion and improvement to the region will also provide the target populations with more options. Expansion options should address areas such as reverse commute, service frequency, and rail line extension.

## Appendix A - Facilities

## ELDERLY FACILITIES

| Facility Name | Community | Facility Type |
| :---: | :---: | :---: |
| Ashley Court Apartments | Ashburnham | Elderly Housing |
| Sunnyvale Rest Home | Ashburnham | Rest Home |
| Providence Cliff Senior Residence | Athol | Elderly Housing |
| Riverbend Woods/ Miller's Woods Complex | Athol | Elderly Housing |
| Pequoig Apartments | Athol | Elderly Housing |
| Applewood Senior Living | Athol | Elderly Housing |
| Quabbin Valley Healthcare | Athol | Nursing Home |
| Applewood- A Home for Elders | Athol | Rest Home |
| Nashoba Park | Ayer | Assisted Living Facility |
| Ayer Housing Authority | Ayer | Elderly Housing |
| Apple Valley Center | Ayer | Nursing Home |
| Corcoran House | Clinton | Assisted Living Facility |
| Prescot Mill Apartments | Clinton | Elderly Housing |
| Presentation Apartments | Clinton | Elderly Housing |
| Shaughnessy Apartments | Clinton | Elderly Housing |
| Water Street Elderly Housing | Clinton | Elderly Housing |
| The Gables of Fitchburg | Fitchburg | Elderly Housing |
| Durkin Apartments | Fitchburg | Elderly Housing |
| Pleasant Street Residence | Fitchburg | Elderly Housing |
| Daniel Heights | Fitchburg | Elderly Housing |
| Wallace Tower | Fitchburg | Elderly Housing |
| Groop/Town View Tower | Fitchburg | Elderly Housing |
| Cedar Street Retirement Home | Fitchburg | Elderly Housing |
| Fitchburg Green Apartments | Fitchburg | Elderly Housing |
| Joseph's House | Fitchburg | Elderly Housing |
| The Sundial | Fitchburg | Elderly Housing |
| Hotel Raymond | Fitchburg | Elderly Housing |
| Cedar Street Retirement Home | Fitchburg | Elderly Housing |
| Canton Valley Terrace | Fitchburg | Elderly Housing |
| The Highlands, A Life Care Center | Fitchburg | Nursing Home |
| Hillcrest Nursing Center | Fitchburg | Nursing Home |
| Birchwood Care Center | Fitchburg | Nursing Home |
| Caldwell Home- Extended Care | Fitchburg | Rest Home |
| James Manor Rest Home | Fitchburg | Rest Home |
| Tower Hill Rest Home | Fitchburg | Rest Home |
| Colonial Apartments | Gardner | Elderly Housing |
| Heritage Village | Gardner | Elderly Housing |
| Heywood Place Apartments | Gardner | Elderly Housing |
| Hillside Gardens | Gardner | Elderly Housing |
| The Binnall House | Gardner | Elderly Housing |
| Garwest | Gardner | Elderly Housing |
| Leo P. LaChance Ctr for Rehab \& Nursing | Gardner | Nursing Home |
| Transitional Care Center at Heywood Hosp | Gardner | Nursing Home |
| Wachusett Manor | Gardner | Nursing Home |
| Forest Manor Rest Home | Gardner | Rest Home |
| Rivercourt Residences | Groton | Assisted Living Facility |
| Groton Commons | Groton | Elderly Housing |
| Petapawag Place | Groton | Elderly Housing |
| Winthrope Place (some of elderly) | Groton | Elderly Housing |
| Seven Hills at Groton, Inc. | Groton | Nursing Home |

## ELDERLY FACILITIES (cont.)

| Foxglove Apartments | Harvard | Elderly Housing |
| :--- | :--- | :--- |
| Davis Manor | Lancaster | Assisted Living Facility |
| Bigelow Gardens | Lancaster | Elderly Housing |
| Blue Heron Pond Town Homes | Lancaster | Elderly Housing |
| River Terrace Health Care | Lancaster | Nursing Home |
| Leominster Crossing | Leominster | Assisted Living Facility |
| Manor on the Hill | Leominster | Assisted Living Facility |
| Sunrise Assisted Living of Leominster | Leominster | Assisted Living Facility |
| Anne O'Connor Village | Leominster | Elderly Housing |
| La Pierre East | Leominster | Elderly Housing |
| Notre Dame | Leominster | Elderly Housing |
| Sunset Towers | Leominster | Elderly Housing |
| Notre Dame | Leominster | Elderly Housing |
| Allencrest Apartments | Leominster | Elderly Housing |
| Laurie Drive | Leominster | Elderly Housing |
| Life Care Center of Leominster | Leominster | Nursing Home |
| Keystone Center | Leominster | Nursing Home |
| Village Rest Home | Leominster | Rest Home |
| Presentation Health Care Center, Inc | Leominster | Rest Home |
| Pearl Brook Estates | Lunenburg | Elderly Housing |
| Shaker Meadows | Shirley | Elderly Housing |
| Sholan Terrace | Sterling | Elderly Housing |
| Sterling Healthcare Nursing \& Rehab Ctr | Sterling | Nursing Home |
| Hearthside Elderhomes at Baldwinville | Templeton | Assisted Living Facility |
| Heatherwood Apartments | Templeton | Elderly Housing |
| Pine View | Templeton | Elderly Housing |
| Phoenix Court | Templeton | Elderly Housing |
| Baldwinville Nursing \& Rehab Center | Templeton | Nursing Home |
| Atwoood Acres | Townsend | Elderly Housing |
| The Wellington House | Westminster | Elderly Housing |
| Broadview, Inc | Winchendon | Assisted Living Facility |
| Ipswich Drive Elderly Housing | Winchendon | Elderly Housing |
| Family \& Elderly Housing | Winchendon | Elderly Housing |
| Hyde Park Elderly Housing | Winchendon | Elderly Housing |
|  |  |  |

## MEDICAL FACILITIES

| Facility Name | Community | Facility Type |
| :---: | :---: | :---: |
| Ashburnham Family Medicine | Ashburnham | Medical Center |
| Athol Memorial Hospital | Athol | Hospital |
| Athol Medical Clinic | Athol | Medical Center |
| Foley Family Practice | Athol | Medical Center |
| North Quabbin Family Physicians | Athol | Medical Center |
| Quabbin Valley Healthcare | Athol | Medical Center |
| Nashoba Valley Medical Center | Ayer | Hospital |
| Nashoba Medical Office Building | Ayer | Medical Center |
| Ayer \& Westford Dermatology, PC | Ayer | Medical Office |
| Central Mass Otolaryngology | Ayer | Medical Office |
| Middlesex Gastroenterology, PC | Ayer | Medical Office |
| Nashoba Orthopaedics \& Sports Medicine | Ayer | Medical Office |
| Primary Care Specialists, Inc | Ayer | Medical Office |
| Valley Orthopedic Associates | Ayer | Medical Office |
| Nashoba Valley Urology, Inc | Ayer | Medical Office |
| Nashoba Surgical Associates, Inc. | Ayer | Medical Office |
| Primary Care Cardiology Research, Inc. | Ayer | Medical Office |
| UMASS Memorial Clinton Hospital | Clinton | Hospital |
| Devens Federal Medical Center | Devens/Harvard | Federal Medical Center |
| Community Health Connections Family Health Center | Fitchburg | Community Health Center |
| UMASS Mem Health Alliance Hospit- Burbank Campus | Fitchburg | Hospital |
| Fallon Medical Center | Fitchburg | Medical Center |
| All Family Care | Fitchburg | Medical Center |
| Crown Point Office Center | Fitchburg | Medical Center |
| Central Mass Otolaryngology | Fitchburg | Medical Center |
| Central Orthopedics | Fitchburg | Medical Center |
| Family Medicine \& Maternity Care, PC | Fitchburg | Medical Center |
| Fitchburg Adult Medicine, LLC | Fitchburg | Medical Center |
| John Fitch Orthopedics | Fitchburg | Medical Center |
| Medical Anesthesiology Consultants, Inc. | Fitchburg | Medical Center |
| Neighborhood Pediatrics | Fitchburg | Medical Center |
| North County Nephrology Associates | Fitchburg | Medical Center |
| Optometric Professional Center | Fitchburg | Medical Center |
| Parkhill Family Practice | Fitchburg | Medical Center |
| Simonds-Sinon Reg Cancer Center- Burbank Campus | Fitchburg | Medical Center |
| Greater Gardner Community Health Center | Gardner | Community Health Center |
| Heywood Hospital | Gardner | Hospital |
| Allergy \& Arthritis Family Treatment Center | Gardner | Medical Center |
| Central Mass OMC | Gardner | Medical Center |
| Central New England Foot Care | Gardner | Medical Center |
| Gardner Family Medicine | Gardner | Medical Center |
| Medical Arts Building | Gardner | Medical Center |
| Wachusett Radiology | Gardner | Medical Center |
| Chair City Family Medicine | Gardner | Medical Office |
| Cornerstone Family Medicine | Gardner | Medical Office |
| Heywood Cardiology | Gardner | Medical Office |
| Heywood Health Ctr For Women | Gardner | Medical Office |
| Heywood Pediatrics | Gardner | Medical Office |
| Heywood Pulmonology | Gardner | Medical Office |

## MEDICAL FACILITIES (cont.)

| In His Image Family Medicine | Gardner | Medical Office |
| :---: | :---: | :---: |
| Mercy Family Practice | Gardner | Medical Office |
| Hospitalist Office | Gardner | Medical Office |
| Heywood Orthopedics | Gardner | Medical Office |
| Cardiology \& Internal Medicine | Gardner | Medical Office |
| Nashoba Valley Healthcare Group | Groton | Medical Center |
| Emerson Hospital Health Center | Groton | Medical Center |
| Groton Health Center | Groton | Medical Office |
| Pediatrics West | Groton | Medical Office |
| Acton Medical Associates | Harvard | Medical Center |
| Shaker Place | Harvard | Medical Center |
| Concord Hillside Medical Associates | Harvard | Medical Center |
| Harvard Woman's Health \& Family Practice | Harvard | Medical Center |
| Community Health Outreach Center | Leominster | Community Health Center |
| UMASS Mem Health Alliance Hosp- Leominster Campus | Leominster | Hospital |
| Fallon Medical Center | Leominster | Medical Center |
| Center for Digestive Wellness | Leominster | Medical Center |
| Central Mass Oral \& Maxillofacial Surgery | Leominster | Medical Center |
| Family Practice Associates | Leominster | Medical Center |
| Health Alliance Medical Building | Leominster | Medical Center |
| Leominster Podiatry | Leominster | Medical Center |
| Montachusett Women's Health | Leominster | Medical Center |
| Professional Office Building | Leominster | Medical Center |
| Leominster Medical Building | Leominster | Medical Center |
| Simonds-Sinon Reg Cancer Center- Leominster Campus | Leominster | Medical Office |
| Cardiology Associates Of New England | Leominster | Medical Office |
| Cardiology Internists Of Leominster | Leominster | Medical Office |
| Central Mass Urology Associates, PC | Leominster | Medical Office |
| Dermatology Associates Of Worcester County, Inc | Leominster | Medical Office |
| Leominster Hospital Medical Office Building | Leominster | Medical Office |
| Leominster Medical Associates | Leominster | Medical Office |
| Longview Orthopaedic Center | Leominster | Medical Office |
| Medical Associates Pediatrics | Leominster | Medical Office |
| Montachusett Gastroenterology | Leominster | Medical Office |
| Montachusett Women's Health | Leominster | Medical Office |
| Nashoba Surgical Associates | Leominster | Medical Office |
| Salisbury Plastic Surgery | Leominster | Medical Office |
| Twin City Family Practice | Leominster | Medical Office |
| Urology Central | Leominster | Medical Office |
| Wachusett Medical Associates | Leominster | Medical Office |
| Wachusett Orthopaedics | Leominster | Medical Office |
| Lunenburg Family Practice | Lunenburg | Medical Clinic |
| Nashaway Pediatrics | Sterling | Medical Center |
| Narragansett Family Medicine | Templeton | Medical Center |
| LAC Physicians, PC | Townsend | Medical Center |
| Sprague Family Practice | Townsend | Medical Center |
| Meetinghouse Family Practice | Westminster | Medical Center |
| Westminster Family Practice | Westminster | Medical Center |
| South Street Chapel ENT | Westminster | Medical Center |
| Winchendon Health Center | Winchendon | Medical Center |


| DAYCARE FACILITIES | Note: Daycare Provider Name replaced with ********* |  |
| :---: | :---: | :---: |
| Facility Name | Community | Facility Type |
| ********* | Ashburnham | Family Child Care |
| ********* | Ashburnham | Family Child Care |
| ****** | Ashburnham | Family Child Care |
| ******* | Ashburnham | Family Child Care |
| The Birchwood School | Ashburnham | Group Child Care |
| Just Like Home | Ashburnham | Group Child Care |
| A Home Away From Home Child Care | Ashburnham | Group Child Care |
| The Children's Garden Nursery School | Ashby | Group Child Care |
| ******** | Athol | Family Child Care |
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| ******* | Athol | Family Child Care |
| Athol Area Ymca Nursery School | Athol | Group Child Care |
| First Friends Day Care | Athol | Group Child Care |
| Moc Child Care \& Head Start Services | Athol | Group Child Care |
| Little Tot Day Care | Athol | Group Child Care |
| Little Blessings Christian Preschool | Athol | Group Child Care |
| Athol Area Ymca Y-2 Kids Depot | Athol | School Age Child Care |
| Y Kids Depot | Athol | School Age Child Care |
| ******** | Athol | Family Child Care |
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| ********* | Athol | Family Child Care |
| Small Wonders Preschool | Athol | Group Child Care |
| Sugar And Spice Preschool | Athol | Group Child Care |
| ******** | Ayer | Family Child Care |
| **** | Ayer | Family Child Care |
| ****** | Ayer | Family Child Care |
| *** | Ayer | Family Child Care |
| ********* | Ayer | Family Child Care |
| ********* | Ayer | Family Child Care |
| Ayer Kiddie Depot | Ayer | Group Child Care |
| Ayer Community School, Inc. | Ayer | Group Child Care |
| Ayer Kiddie Depot | Ayer | School Age Child Care |
| ********* | Clinton | Family Child Care |
| ********* | Clinton | Family Child Care |
| ********* | Clinton | Family Child Care |


| DAYCARE FACILITIES (cont.) | Note: Daycare Provider Name replaced with ********* |  |
| :---: | :---: | :---: |
| ********* | Clinton | Family Child Care |
| ********* | Clinton | Family Child Care |
| ******* | Clinton | Family Child Care |
| ***** | Clinton | Family Child Care |
| ********* | Clinton | Family Child Care |
| Early Adventures Child Care Center Inc. | Clinton | Group Child Care |
| Moc Child Care \& Head Start Service / Clinton | Clinton | Group Child Care |
| Guild Of St. Agnes - Devens Center School Age | Devens | School Age Child Care |
| ******** | Fitchburg | Family Child Care |
| ****** | Fitchburg | Family Child Care |
| *** | Fitchburg | Family Child Care |
| *** | Fitchburg | Family Child Care |
| ******* | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
| Busy Bees Preschool Center, Inc. | Fitchburg | Group Child Care |
|  | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
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| ******** | Fitchburg | Family Child Care |
| Burbank Child Development Center | Fitchburg | Group Child Care |
| Adventure Kids' Of Fitchburg | Fitchburg | Group Child Care |
| Sacred Heart Preschool And Child Care Center | Fitchburg | Group Child Care |
| Children's Aid Child Care Center | Fitchburg | Group Child Care |
| Lipton Early Intervention Maverick Street | Fitchburg | Group Child Care |
| Kids City | Fitchburg | Group Child Care |


| DAYCARE FACILITIES (cont.) | Note: Daycare Provider Name replaced with ********* |  |
| :---: | :---: | :---: |
| Moc Child Care And Head Start Services | Fitchburg | Group Child Care |
| Guild Of St. Agnes - Fitchburg Preschool | Fitchburg | Group Child Care |
| Montachusett Regional Ymca Afterschool | Fitchburg | School Age Child Care |
| The Kid Stop | Fitchburg | School Age Child Care |
| Montachusett Regional Ymca | Fitchburg | School Age Child Care |
| Guild Of St Agnes - Fitchburg School Age | Fitchburg | School Age Child Care |
| ******** | Fitchburg | Family Child Care |
| ***** | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
| *** | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
| ********* | Fitchburg | Family Child Care |
| Messiah Lutheran Preschool | Fitchburg | Group Child Care |
| ********* | Gardner | Family Child Care |
| ******* | Gardner | Family Child Care |
| ********* | Gardner | Family Child Care |
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| ********* | Gardner | Family Child Care |
| ********* | Gardner | Family Child Care |
| Klever Kids Preschool | Gardner | Group Child Care |
| Guild Of St. Agnes - Gardner Day Care | Gardner | Group Child Care |
| Guild Of St. Agnes - Gardner School Age | Gardner | School Age Child Care |
| ******** | Gardner | Family Child Care |
| ********* | Gardner | Family Child Care |
| ********* | Groton | Family Child Care |
| Sunshine School | Groton | Group Child Care |
| Country Kids Preschool And Childcare Center | Groton | Group Child Care |
| The Children's Center At Groton, Inc. | Groton | Group Child Care |
| Groton Community School | Groton | Group Child Care |
| ******** | Harvard | Family Child Care |
| ********* | Harvard | Family Child Care |
| ********* | Harvard | Family Child Care |
| Evergreen Garden | Harvard | Group Child Care |
| The Barn School | Harvard | Group Child Care |
| ********* | Hubbardston | Family Child Care |
| ********* | Hubbardston | Family Child Care |
| ********* | Hubbardston | Family Child Care |
| ** | Hubbardston | Family Child Care |
| 1-2-3 Grow Child Center | Hubbardston | Group Child Care |
| ******** | Lancaster | Family Child Care |


| DAYCARE FACILITIES (cont.) | Note: Daycare Provider Name replaced with $* * * * * * * * *$ |  |
| :---: | :---: | :---: |
| ********* | Lancaster | Family Child Care |
| ********* | Lancaster | Family Child Care |
| ********* | Lancaster | Family Child Care |
| ******* | Lancaster | Family Child Care |
| ******* | Lancaster | Family Child Care |
| ******* | Lancaster | Family Child Care |
| **** | Lancaster | Family Child Care |
| Nashoba Montessori School, Inc. | Lancaster | Group Child Care |
| ******** | Leominster | Family Child Care |
| ******* | Leominster | Family Child Care |
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| ******* | Leominster | Family Child Care |
| ** | Leominster | Family Child Care |
| *** | Leominster | Family Child Care |
| 1-2-3 Grow Child Center Inc. | Leominster | Group Child Care |
| ********* | Leominster | Family Child Care |
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| ********* | Leominster | Family Child Care |
| ********* | Leominster | Family Child Care |
| Adventure Kid's, Inc. | Leominster | Group Child Care |
| Northwest Child Development Center | Leominster | Group Child Care |
| A Place To Grow Preschool | Leominster | Group Child Care |
| Bright Beginnings Pre-school | Leominster | Group Child Care |
| Piccolo Mondo Child Care And Learning Center | Leominster | Group Child Care |
| Academy For Little People | Leominster | Group Child Care |
| King's Corner Day Nursery \& Kindergarten | Leominster | Group Child Care |
| King's Corner Day Nursery And Kindergarten | Leominster | Group Child Care |
| Piccolo Mondo Learning Center, Inc. | Leominster | School Age Child Care |
| Adventures After School | Leominster | School Age Child Care |


| DAYCARE FACILITIES (cont.) | Note: Daycare Provider Name replaced with ********* |  |
| :---: | :---: | :---: |
| Academy For Little People | Leominster | School Age Child Care |
| ******** | Leominster | Family Child Care |
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| ******* | Leominster | Family Child Care |
| ********* | Leominster | Family Child Care |
| Hands On Learning Pre School | Leominster | Group Child Care |
| Moc Child Care And Head Start Services | Leominster | Group Child Care |
| Teaching Wonders Child Learning Center, Inc. | Leominster | Group Child Care |
|  | Lunenburg | Family Child Care |
| ********* | Lunenburg | Family Child Care |
| ********* | Lunenburg | Family Child Care |
| ********* | Lunenburg | Family Child Care |
| St. Boniface Early Education School | Lunenburg | Group Child Care |
| The Bonjour School | Lunenburg | Group Child Care |
| Village Play School | Lunenburg | Group Child Care |
| ********* | Petersham | Family Child Care |
| Petersham Montessori School | Petersham | Group Child Care |
| ********* | Phillipston | Family Child Care |
| ********* | Phillipston | Family Child Care |
| Blissful Beginnings Preschool | Phillipston | Group Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| ********* | Shirley | Family Child Care |
| The Wonderful World Of Children | Shirley | Group Child Care |
| ******** | Sterling | Family Child Care |
| ********* | Sterling | Family Child Care |
| ********* | Sterling | Family Child Care |
| ********* | Sterling | Family Child Care |
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| ********* | Sterling | Family Child Care |


| DAYCARE FACILITIES (cont.) | Note: Daycare Provider Name replaced with ********* |  |
| :---: | :---: | :---: |
| Village Green Preschool | Sterling | Group Child Care |
| Child Works Child Care Center, Inc. | Sterling | Group Child Care |
| Sterling Nursery School | Sterling | Group Child Care |
| Sterling Nursery School, | Sterling | School Age Child Care |
| ******** | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| ***** | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| **** | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| First Years Academy | Templeton | Group Child Care |
| Klever Kids Preschool | Templeton | School Age Child Care |
| ******* | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| ********* | Templeton | Family Child Care |
| Little People Nursery School | Templeton | Group Child Care |
| ******** | Townsend | Family Child Care |
| ********* | Townsend | Family Child Care |
| ********* | Townsend | Family Child Care |
| ********* | Townsend | Family Child Care |
| ********* | Townsend | Family Child Care |
| Village Common Children's Center | Townsend | Group Child Care |
| Rainbow Childcare | Townsend | Group Child Care |
| Townsend Cooperative Playschool Inc | Townsend | Group Child Care |
| Rainbow Childcare | Townsend | School Age Child Care |
| Rainbow Preschool And Child Care, Inc. | Townsend | School Age Child Care |
| ********* | Westminster | Family Child Care |
| Appleseed Academy Of Child Development | Westminster | Group Child Care |
| ******** | Westminster | Family Child Care |
| ********* | Westminster | Family Child Care |
| ********* | Westminster | Family Child Care |
| ********* | Westminster | Family Child Care |
| ********* | Westminster | Family Child Care |
| Sunshine Garden Nursery School | Westminster | Group Child Care |
| ******** | Winchendon | Family Child Care |
| ********* | Winchendon | Family Child Care |
| ********* | Winchendon | Family Child Care |
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| ********* | Winchendon | Family Child Care |
| *** | Winchendon | Family Child Care |
| Marvin School | Winchendon | Group Child Care |

MAJOR EMPOLYERSIINDUSTRIA PARKSIAREAS

| Facility Name | Community | Facility Type |
| :---: | :---: | :---: |
| Industrial Area | Ashburnham | Industrial Area |
| Athol Memorial Hospital | Athol | Major Employer |
| L S Starrett Co | Athol | Major Employer |
| Quabbin Valley Healthcare | Athol | Major Employer |
| Industrial Area | Ayer | Industrial Area |
| Deaconess-Nashoba Hospital | Ayer | Major Employer |
| UMASS Memorial Clinton Hospital | Clinton | Major Employer |
| Nypro Inc | Clinton | Major Employer |
| Rockbestos Surprenant Cable | Clinton | Major Employer |
| Weetabix Co | Clinton | Major Employer |
| Sonoco | Devens/Ayer | Major Employer |
| FBOP- Devens Federal Prison | Devens/Harvard | Major Employer |
| Montachusett Industrial Park | Fitchburg | Industrial Park |
| Blueberry Lane | Fitchburg | Industrial Park |
| 231 Industrial Park | Fitchburg | Industrial Park |
| Avery Dennison Fastener Div | Fitchburg | Major Employer |
| Fitchburg State College- Main Campus | Fitchburg | Major Employer |
| UMASS Mem Health Alliance Hospit- Burbank Campus | Fitchburg | Major Employer |
| The Highlands Skilled Nursing Facility | Fitchburg | Major Employer |
| Simonds Industries Inc | Fitchburg | Major Employer |
| East Gardner Industrial Park | Gardner | Industrial Park |
| West Gardner Industrial Park | Gardner | Industrial Park |
| MIDA Industrial Park | Gardner | Industrial Park |
| Summit Industrial Park | Gardner | Industrial Park |
| Industrial Rowe | Gardner | Industrial Park |
| Heywood Hospital | Gardner | Major Employer |
| Mount Wachusett Community College | Gardner | Major Employer |
| Nichols \& Stone Co | Gardner | Major Employer |
| North Central Corrections Inst | Gardner | Major Employer |
| NEBS- New England Business Services, Inc | Groton | Major Employer |
| Dr Franklin Perkins School | Lancaster | Major Employer |
| Atlantic Union College | Lancaster | Major Employer |
| FBC Industrial Park | Leominster | Industrial Park |
| Pioneer Industrial Park | Leominster | Industrial Park |
| Jytek Industrial Park | Leominster | Industrial Park |
| Orangewood Industrial Park | Leominster | Industrial Park |
| Leominster I-190 Park | Leominster | Industrial Park |
| Leominster Industrial Park | Leominster | Industrial Park |
| Fort James Corp | Leominster | Major Employer |
| UMASS Memorial Health Alliance Hospit | Leominster | Major Employer |
| Wal-Mart | Lunenburg | Major Employer |
| MCI Shirley Complex | Shirley | Major Employer |
| Industrial Park | Sterling | Industrial Park |
| Industrial Area | Sterling | Industrial Area |
| NEBS- New England Business Services, Inc | Townsend | Major Employer |
| Sterilite Corp | Townsend | Major Employer |
| Simplex Grinnell Lp | Westminster | Major Employer |
| Trw Fasteners | Westminster | Major Employer |

## Appendix B - Vendors

| CONTRACTED VENDORS | CITY/TOWN/ZIP |
| :---: | :---: |
| First Call | Allston, MA 02134 |
| Busy Bee | Ashland, MA 01721 |
| Idea International | Boston, MA 02115 |
| Suburban Homecare Medride Corp. | Boston, MA 02215 |
| McCall Transportation | Brockton, MA 02301 |
| Community Access, Inc. | Brockton,MA 02401 |
| F \& H Transportation, Inc. | Brookfield, MA 01506 |
| Baystate Taxi d/b/a Red Cab | Brookline, MA 02446 |
| Baystate Transportation | Brookline, MA 02446 |
| Ride In Time Inc. | Brookline, MA 02446 |
| Istok Inc. | Burlington, MA 01803 |
| New England Coach | Canton, MA 02101 |
| Square Cab Company | Chelsea, MA 02150-5214 |
| TILL, Inc. | Dedham, MA 02026 |
| Tony's Transportation | Dorchester, MA 02121 |
| Kit Clark Senior Services | Dorchester, MA 02122 |
| Gigi's Taxi | Fitchburg, MA 01420 |
| Care-A-Van Transport, Inc. | Fitchburg, MA 01420 |
| City Cab Company, Inc. | Fitchburg, MA 01420 |
| Dial-A-MART Service, Inc. | Fitchburg, MA 01420 |
| Laidlaw Transit, Inc. | Fitchburg, MA 01420 |
| J.C. Transportations | Fitchburg, MA 01420 |
| Management of Transportation Services of Gardner, Inc. | Fitchburg, MA 01421 |
| Foxfield Taxi Corporation | Foxboro, MA 02048 |
| Green Harbor Transportation | Green Harbor, MA 02041 |
| Ride Rite Medi-Van, Inc. | Leominster, MA 01453 |
| Classic Of Leominster, Inc. | Leominster, MA 01453 |
| Donahue Limousine Service, Inc. | Leominster, MA 01453 |
| Flow Transportation Services, Inc. | Leominster, MA 01453 |
| Need A Lift Medivan, Inc. | Leominster, MA 01453 |
| People Care Corporation | Leominster, MA 01453 |
| Greater Lowell Town Taxi | Lowell, MA 01851 |
| Mass Tran | Lynn, MA 01904 |
| Douglas Limousine \& Transportation | Lynn, MA 01905 |
| Ocean Transportation, Inc. | Lynn, MA 01905 |
| Malden Transportation | Malden, MA 02148 |
| Custom Coach | Marlborough, MA 01752 |
| Custom Coach | Marlborough, MA 01752 |
| Traveler's Transportation | Marshfield, MA 02050 |
| Mystic Service Inc. | Medford, MA 02155 |
| R.E.M. Services Transportation, LLC | Medford, MA 02155 |
| Royal Care Transportation | Newton, MA 02459 |
| Kiessling Transportation, Inc. | Norfolk, MA 02056 |
| Tri-City Services | Peabody, MA 01960 |
| DJM Enterprises d/b/a Canal Cab \& Transportation | Plymouth, MA 02360 |
| Central Transportation | Plymouth, MA 02360 |
| SeaBreeze Transportation, Inc. | Plymouth, MA 02360 |


| CONTRACTED VENDORS (cont.) | CITYITOWNIZIP |
| :--- | :--- |
|  |  |
| South Shore Community Action Council, Inc. | Plymouth, MA 02360 |
| Patriot Limo Inc. | Revere, MA 02151 |
| Jalbert \& Sons dba Budjet Transportation | Salem, MA 01970 |
| Quality ChairVan Service | Shrewsbury, MA 01545 |
| Women In Transit Inc. | Somerville, MA 02145 |
| Springfield Limousine \& Airport Car Service | Springfield, MA 01105 |
| PARS, Inc. d/b/a Yellow Cab Company | Springfield, MA 01108 |
| Lteif Transportation | Springfield. MA 01107 |
| Integrity (Options Courier Services) | Stoneham, MA 02180 |
| Integrity (Options Courier Services) | Stoneham, MA 02180 |
| Atlantic Shuttle, Inc | Swampscott, MA 01907 |
| Cross Roads Trolley, Inc. | Webster, MA 01570 |
| NU-Checker Inc. DBA/ Red Cab | Worcester, MA 01608-1914 |

## Appendix C - Comments \& Responses

| Comment | Response |
| :---: | :---: |
| 1. Email from MART regarding update figures related to various transit services. Changes were noted on fares and costs on pages 15 , 16,17 and 19. | 1. Corrections were noted and made to final document. |
| 2. Comments made at May 21, 2008 MJTC meeting: <br> a. B. Saiia - Lunenburg: Indicated that there should be an ongoing effort to advertise and promote services and potential transportation options through ads, stories and releases in local newspapers in order to inform citizens. <br> b. D. Walsh - Athol: Indicated that there should be better cohesiveness between local transit providers, i.e. MART and the Franklin Regional Transit Authority (FRTA), related to scheduling and services to provide better access and opportunities to the western part of the Region. <br> c. J. Oelfke - Shirley: Indicated that the demographics of the region should be considered as a whole rather than on an individual community basis; and commuters, especially on the Commuter Rail system, should not simply be though of as persons traveling to work but all users of the system and the schedules and time coordination aspects of utilizing the train should consider this fact. | 2. <br> a. Comment noted. "Outreach and Market to Special Needs Populations" has been identified as a priority under this plan. <br> b. Comment noted. Previously identified priority "Expand Service to Rural and Outlying Communities" expanded to identify the need for transit providers to improve coordination between agencies in order to enhance and improve services throughout the Region. <br> c. While demographics in the plan are examined on a community level, the plan seeks to highlight areas where "gaps and needs" exist throughout the Region. Potential projects, as well as the priorities identified, are not necessarily community specific. Comment regarding the definition of commuters noted. Priorities throughout the transit system should address the needs of the target populations regardless of the trip purpose. |
| 3. Letter from the Town of Athol stating the following: <br> "We would like to see coordination of all RTAs within other RPAs and MPO districts regarding all of the elements of the coordinated plan under the "Gaps and Needs". <br> "We would like to add that the commuter rail system be extended to Athol and bus services be increased to allow access to the western part of the Commonwealth." | 3. Comments noted. As indicated under comment response 2 b above, the wording under the priority "Expand Service to Rural and Outlying Communities" has be updated to reflect this concern. <br> While not mentioned specifically, i.e. expansion of the commuter rail system to Athol, the priorities "Expand Service to Rural and Outlying Communities" and "Expand and Increase Commuter Rail Options" does hopefully address these concerns. |



## Response

4.a. Comment noted. Although demographics are community based, it is felt that the gaps, needs and priorities apply to the region as a whole and that any project proposals will help to address these regional needs.
b. Comment noted. Priorities should reflect all users of the system and not those of a particular trip type.
c. The plan is meant to be reviewed and updated on a regular basis. As better data is obtained, the analysis and priorities can be updated and improved. The limitations of the Census 2000 data are noted.
d. Statement identified is derived from previous Transit Development Plans and Commuter Rail Surveys and are listed as examples of prior comments and identified needs. Project funds identified through this plan, i.e. JARC and New Freedom, would not be eligible for use on increased or new parking facilities but would be eligible for use on systems to increase access to the rail system. (Please see JARC and New Freedom eligible activities for further information.)
e. The priorities "Expand Service to Rural and Outlying Communities" and "Expand and Increase Commuter Rail Options" hopefully address this issue.
f. Comment noted. Project proposals submitted that address this priority should be examined and monitored to ensure that issues such as identified do not occur.
g. Comment noted. Proposals under the JARC and New Freedoms funding address elderly, disabled and low income individuals.
h. Comment noted. Although no specific project, route, service, etc. is identified as part of this priority, the gaps and needs related to expansion of services to rural and outlying communities have hopefully been highlighted in this plan. By identifying a need and priority, service providers can now seek to access funds to establish and address this issue. As future versions of this plan are developed, specifics to address this priority can be identified.
i. Further revisions of this plan will be developed on a regular basis and continued public input throughout the process will ensure that issues such as that identified can be addressed accordingly.

## Appendix D - Maps









